



CITY OF PALO ALTO
invites applications for the position of:
Utility System Operator

SALARY: \$69.05 - \$84.75 Hourly
\$11,968.67 - \$14,690.00 Monthly
\$143,624.00 - \$176,280.00 Annually

OPENING DATE: 01/14/21

CLOSING DATE: Continuous

DESCRIPTION:



The Department

Palo Alto is the only city in California that offers a full array of utility services to its citizens and businesses. Because of this, the City has a unique opportunity to partner with the Palo Alto community to enjoy the benefits and achievements of reliable, home-grown, and environmentally-focused utilities. Palo Alto has a tradition of over 100 years of successful public utility operations. It is a tradition that continues to provide the Palo Alto community with safe and reliable utilities service, local decision-making over policies, utility rate-making, environmental programs, and customized services.

The Position

The Palo Alto Electric Operations division is recruiting for a Utility System Operator to assume the responsibility for operation of the City's municipal utility system. As the Utility System Operator, you will provide the primary centralized operating function for the City's Utilities Operations requiring detailed knowledge of electric voltage regulation and load allocation. In addition to the primary responsibility for Operations, you will deal courteously with the public while assisting with complaints and coordinate switching with individual customers.

The selected candidate will be responsible for monitoring the status of the Utility's electric, water & gas transmission and distribution systems through the use of Supervisory Control and Data Acquisition Systems (SCADA) meters and other equipment. Additional functions will be to coordinate switching activities on transmission and distribution lines and substations with City personnel, customers and power suppliers; initiate and issue switching orders and clearances in accordance with operating procedures; maintain control of the electrical system and safely direct appropriate personnel and operate equipment to correct system problems and restore service during emergency conditions. Communication skills are critical in providing detailed reports of system failures, disturbances and unusual conditions; maintaining accurate logs, system outage database and customer count databases; update the wall map, block maps and GIS maps. In this position, you will also provide training and guidance in switching and dispatching tasks, and perform other related work as assigned.

First review of applications will take place on Monday, February 8, 2021 so make sure you

get your application in as soon as you can.

Ideal Candidate

The Ideal Candidate will have:

- A solid background in distribution operations.
- A clear understanding of system relays.
- Completed a training program attaining a journeyman status.
- A strong background in electric theory.
- Have computer skills and familiarity with SAP and Microsoft office.
- Experience and ability to use a Supervisory Control and Data Acquisition (SCADA) System
- Ability to communicate effectively with customers, crews, and the general public.
- Strong customer service skills and experience.
- Ability to work rotating shifts, including nights, holidays and weekends on a system operating 24 hours per day, 7 days per week.

The City offers a range of benefits including a retirement plan so make sure to visit our benefits portal [here](#).

This position is part of the Services Employees' International Union (SEIU)

ESSENTIAL DUTIES:

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| Essential and other important responsibilities and duties may include, but are not limited to, the following: |
| <ul style="list-style-type: none">• Issues emergency and routine switching orders based on loading limits of high voltage lines and other equipment; receives clearance requests and determines removal from and placement in service of Electric transmission and distribution of equipment.• Receives, troubleshoots, prioritizes and dispatches appropriate personnel and equipment for all emergency and non - emergency calls for the Electric, Water and Gas Systems during business hours and for the Electric, Water, Gas, Street/Traffic lights and any other City services during non-business hours.• Maintains logs and other Electric, Water and Gas system reports. Updates all prescribed Electric databases and mapping systems with real-time changes including updated asset data that affect the operation and troubleshooting of the Electric Network. All changes are to be validated by operators on subsequent shifts based on departmental standards and established practices.• Issues clearances on electrical equipment and power lines for testing and other work; coordinates the activities of various units in placing equipment into service; maintains radio and phone contact with field units at all times, or makes frequent checks of SCADA for indication of system trouble and maintains wall map by placing and shifting colored and coded indicators.• Directs appropriate Water and Gas field personnel performing lockout/tag out procedures.• Monitors the Water and Gas System SCADA to detect abnormal conditions; performs operations or adjustments to correct such abnormalities or refers the problems to specialized maintenance personnel.• Notifies appropriate personnel of reported problems to the City's traffic signals, fiber optic and communications systems, and other equipment related to Traffic Signals department.• Reports alarms received on the Fiber Optic monitoring system to the Supervisor of Traffic Signals or the department standby person.• Updates wall maps and GIS (Geographical Information System) maps.• Assists customers with problems and complaints by determining and contacting appropriate authority to expedite solution; contacts industrial customers possessing sensitive testing equipment and computers prior to and after planned switching.• Completes and distributes outage reports; maintains system outage database, customers count database, and performs tasks for Utilities Field Office as requested.• Records in Operators Log all system operations, switching orders and subsequent issuance of clearance for work on the system; prepares various other operating reports.• Required to maintain an accurate and complete log of activities, including daily, semi-annual and annual outage information. |

To review the full job description, go [here](#)

MINIMUM QUALIFICATIONS:

Sufficient education, training and/or work experience to demonstrate possession of the following knowledge, skills, and abilities which would typically be acquired through:

- Graduation from high school. Successful completion of a System Dispatch Training Program is desirable.
- Three years of journey level experience with an electric utility: As a System Operator, or performing substation maintenance, or performing overhead line construction and maintenance and underground residential distribution (URD), or five years experience with an electric utility requiring knowledge of electrical transmission and distribution systems, equipment and operation.
- Completion of a recognized, related apprenticeship and attainment of journey person status.

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MISSION: The Government of the City of Palo Alto exists to promote and sustain a superior quality of life in Palo Alto. In partnership with the community, our goal is to deliver cost-effective services in a personal, responsive and innovative manner.

Application Deadline: Qualified applicants are encouraged to apply promptly: The City of Palo Alto reserves the right to close any recruitment without notice. Positions without a closing date may close at any time. Other recruitments may be limited to a specific number of applicants. Please read job announcements thoroughly for important information.

Selection Process: Application screening will be part of the selection process. Based on application screening, those candidates with the most relevant qualifications will be invited to an oral interview, which may include a written exam and/or practical exam.

Accommodation: Persons with disabilities who require special accommodations may contact the Human Resources Department at 650 329-2376.

Resumes: are welcome as attachments; however they are not accepted in lieu of a complete City application.

The City of Palo Alto is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender, age, national origin or disability.

To Apply visit our website at www.cityofpaloalto.org

Position #201901153
UTILITY SYSTEM OPERATOR
EG

Utility System Operator Supplemental Questionnaire

* 1. Did you graduate from High School or obtain your GED?

☐ Yes ☐ No

- * 2. Do you have 3 years of journey level experience with an electric utility as a System Operator, or performing substation maintenance, or performing overhead line construction and maintenance and underground residential distribution (URD), or five years experience with an electric utility requiring knowledge of electrical transmission and distribution systems, equipment and operation?
☐ Yes ☐ No

- * 3. Do you possess documentation to show that you have completed a recognized, related apprenticeship and attainment of journey person status? If so, please attached this documentation to your application.
☐ Yes ☐ No

- * 4. Are you willing and/or able to work rotating shifts, including nights, holidays and weekends on a system operating 24 hours per day, 7 days per week?
☐ Yes ☐ No

- * 5. Describe your experience with a Supervisory and Data Acquisition (SCADA) System.

* Required Question