

GRAND HAVEN BOARD OF LIGHT AND POWER

Operations and Technical Services Engineer

Job Description/Initial Qualifications

Supervised By: Operations and Power Supply Manager
Supervises: System Operators, Electrical Technicians
Status: Exempt
Revised: 10/08/2024

GENERAL SUMMARY: Under direction, performs work of moderate difficulty in supervising and performing engineering functions related to electric utility systems, equipment, and operations. The Operations and Technical Services Engineer supervises GHBLP's 24/7 Operations Department and field Electrical Technicians. Responsible for technical activities including the design, operation, troubleshooting, and maintenance of electric metering, substation, and distribution equipment. Serves as the administrator for associated software tools and analytics packages. Performs related and/or similar work as required or assigned.

ESSENTIAL JOB FUNCTIONS: An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all the duties the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each function satisfactorily.

- In a supervisory capacity, instructs Electrical Technicians and Apprentices and verifies accuracy of work in various tasks relating to installation, maintenance, and operation of equipment.
- Supervises work involving primary and secondary revenue metering, customer service field work, transmission and distribution substations, overhead and underground distribution, high voltage switching, underground locating and fault finding, security systems, systems mapping and inventory controls.
- Supervises control systems including Supervisory Control and Data Acquisition (SCADA), Advanced Metering Infrastructure (AMI), and various analytics tools.
- Responsible for 24/7 operations and dispatch activities.
- Supports Distribution and Engineering Manager with overhead and underground line design, pole attachment reviews and audits, net metering reviews and audits, interchange metering, system load studies, and metering and service design in an engineering capacity.
- Develops switching orders and work procedures.
- Troubleshoots all parts of GHBLP's electric transmission and distribution system.
- Performs software and hardware administration of control and metering systems including protective relaying, SCADA, AMI, Meter Data Management System (MDMS), Outage Manage System (OMS), and other systems.
- Provides customer support by analyzing bills, troubleshooting, and performing site visits.
- Participates as a working foreman and provides technical advice and guidance to technicians and apprentices.
- Trains and advises personnel as to work methods, techniques, and procedures.
- Coordinates customer service field activities.
- Troubleshoots in typical operation and emergency situations.
- Reviews work for accuracy and for proper and safe use of tools.
- Responsible for maintaining and installing test equipment for distribution circuit studies and for distribution equipment tests.
- Maintains accurate service records of equipment, including utility oil testing and analysis.

- Purchases materials and equipment, maintaining necessary supply levels.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND INITIAL QUALIFICATIONS: The requirements listed below are representative of the knowledge, skills, abilities, and initial qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the job. Management reserves the right to waive any of the below items if deemed in the best interest of the Board of Light and Power.

- Completion of a bachelor's degree in Electrical Engineering from an accredited institution, and five years of experience involving design for utility applications, or an equivalent combination of training and experience.
- Prior supervision experience required.
- Demonstrated ability to lead technical staff and field crews.
- Ability to read, understand, and troubleshoot using electrical schematics and maintenance and operation manuals.
- Considerable skill in training or guiding other employees.
- Considerable knowledge in the work methods, tools, and techniques used in the repair, testing, and installation of electric meters and other distribution equipment, and in the field servicing of customer accounts.
- Considerable skill in repairing and troubleshooting distribution equipment, substation system protection, and control equipment.
- Considerable skill in operation and maintenance of computers and software programs for metering applications, distribution equipment and customer accounts.
- Considerable skill in operation and maintenance of SCADA and GIS systems.
- Considerable knowledge of the customer service policies and the billing procedures of the utility.
- Considerable skill in servicing customer accounts in the field, in explaining the policies and procedures of the utility to the public, and in dealing effectively with utility customers and other employees.
- Demonstrated ability to maintain accurate records.
- Demonstrated ability to interact pleasantly and positively with customers and coworkers.
- Excellent attendance record and exceptional safety record.

SPECIAL REQUIREMENTS: The Engineer must be current on all required training courses with a satisfactory rating to remain in this Job Classification.

- Possession and retention of GHBLP Qualified Groundman Certification.
- Possession and retention of Forklift Operating Permit.
- Possession and retention of Overhead Crane Operator's Permit.
- Possession and retention of valid First Aid, CPR, and AED Certifications.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and environmental characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The

employee frequently is required to use hands to figure, handle, or feel and reach with hands and arms. The employee must frequently lift and/or move items of light to moderate weight. Specific vision abilities required by this job include close vision, color vision, depth perception and peripheral vision.

While performing the duties of this job, the employee regularly works in an outdoor field work setting and may require the employee to work in adverse weather conditions. The employee will frequently be required to traverse uneven ground, squat, and stand. The noise level in the work environment is usually moderate.