

Title: Systems Control and Reliability Manager
PG: 78
Status: Civil Service
Position Reports to: Energy Delivery Business Unit Director
Department: Lakeland Electric

Class Code: 2149
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The Manager of System Control and Reliability is responsible for overseeing and directing all functions needed to ensure the safe and reliable operation of the electric system. The basic function is to provide the leadership and direction needed for the planning and operation of the electric system to meet service quality and reliability criteria established for the energy delivery business unit.

PRINCIPAL DUTIES:

Planning

1. Participates in energy delivery business unit planning to assist in the establishment of planning criteria, standards, goals, and performance measures for the safe and reliable operation of the electric system.
2. Plans for anticipated demands on system components and facilities to meet current and future demand and energy requirements.
3. Develops new concepts and methods to ensure the overall cost effectiveness and reliability of system design.

Operations

1. Supervises the Systems Control and Database Support group, the Power Quality and Reliability group, and the Metering group to ensure the adequacy, reliability and safety of T&D system design in support of the division's goal of delivering reliable and quality electric service to customers.
2. Recommends and justifies budgets needed for T&D planning, system reliability and power quality improvements, and participates in meetings to determine and administer the utility's capital and operating budget requirements.
3. Directs and coordinates the planning and development of facilities needed to meet forecast electric demand and energy requirements. Provides for system growth and power quality and reliability enhancements.
4. Accountable for assuring a well planned and highly reliable distribution system.

Organization and Personnel

1. Recommends annual budgets, manpower plans, and staffing levels needed to carry out operating responsibilities to the Business Unit Director for approval.
2. Recommends personnel and compensation actions for subordinates to the Business Unit Director for approval.
3. Establishes standards for employee productivity and performance and monitors results.
4. Develops and implements appropriate employee training programs and monitors the professional development of employees in the work unit.

Outside Relationships

1. As directed by the Business Unit Director, represents the utility in meetings with other utilities and keeps the utility informed on state and national issues, which could affect the current and future operating practices of the utility.
2. Represents the utility with customers on all matters pertaining to reliability and power quality.

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Reporting Relationships

1. Reports to the Business Unit Director.
2. Directly supervises the supervisors of System Operations, Power Quality and Reliability and Metering.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Theoretical and practical knowledge of electric distribution system planning and operations, including knowledge of engineering principles, techniques, and practices used in the design construction, operation and maintenance of electric utility facilities.
2. Extensive knowledge and understanding of economic evaluation of engineering alternatives as applied in electric T&D planning functions and responsibilities.
3. Extensive knowledge and understanding of power quality and reliability theory and applications. Understanding of problems associated with reliability and power quality variations, and the ability to develop standards and optimum approaches to solutions.
4. Thorough knowledge of the occupational hazards associated with the operation of an electric system and the ability to understand system electric power delivery and load characteristics impacting the reliability and quality of customer service.
5. Ability to establish and maintain effective customer relations and address customer related issues in a positive manner.
6. Ability to communicate effectively and convincingly on power quality and service reliability issues to customers, City officials and the general public.
7. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public and to provide leadership to contribute to a working environment that will instill employee pride, morale and commitment to service excellence.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to no significant environmental hazards.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

QUALIFICATIONS AND EXPERIENCE:

1. Four (4) year degree in electrical engineering from an accredited college or university. Appropriate certification and masters degree preferred.
2. Ten (10) years of combined experience in electric system operations, evaluation and analysis of power quality and reliability, and planning and design of an electric power delivery system.
3. Three (3) years supervisory experience.
4. An equivalent combination of directly related education and experience may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a home telephone.
2. Must possess and maintain a valid state of Florida driver's license.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.