

# Brunswick Electric Membership Corporation

Supply, North Carolina

## Control Center Technician

*Dept:* Technical Operations

*Reports to:* Supervisor, Control Center

*FLSA Status:* Nonexempt

*Effective/Revised Date:* 8-15-98/7-10-2000  
8-8-2003/03-2010/3-2013

Organizational Relationships  
CEO/General Manager  
Vice President, Technical Services  
Supervisor, Control Center  
**Control Center Technician**

### Performance Factors Level:

<b>Customer Focus</b>	<b>2</b>
<b>Teamwork</b>	<b>1</b>
<b>Innovation</b>	<b>1</b>
<b>Communication</b>	<b>1</b>
<b>Initiative</b>	<b>1</b>
<b>Quality Focus</b>	<b>2</b>
<b>Leadership</b>	<b>1</b>

### Development/Learning Curve:

**18 months**

### Position Purpose:

Perform duties to provide efficient, courteous, and reliable communication and administrative support to Cooperative personnel.

### Essential Functions:

- A. Monitor the service order system and transmit/receive operational information through the radio dispatch system.
1. Transmit and receive operational data and information by using the Cooperative's radio dispatch system and computer system..
2. Review service orders and assign orders to personnel by entering data into the computer system and by contacting field personnel by radio.
3. Communicate with field personnel to facilitate the restoration of service during outages. Assist with the location of crews and defective equipment during outages.
4. Receive information on completed service orders from field personnel and enter completion data into the computer system.
5. Generate additional service orders as needed.
6. Remotely disconnect/reconnect services using iVue/OC.

## **Control Center Technician**

B. Monitor and operate the SCADA, security, and load management systems.

1. Monitor the SCADA, retrieve reports, and operate active control points on the SCADA.
2. Respond to field personnel requests to enter changes to SCADA control system for various adjustments such as breaker open/close, re-closure/non re-closure, etc.
3. Monitor SCADA to detect system outages and notify field personnel of problems.
4. Monitor security system to detect facility security or breach of security. Contact supervisor/manager of security breaches.
5. Monitor entrance door to the conference room and release the electric security lock to the conference room to allow entry.
6. Monitor substation cameras and alarms.
7. Lock/Unlock gates/doors upon request of authorized BEMC personnel/contract crews.

C. Respond to outage notification procedures.

1. Analyze outages as reported to determine the extent of problem. Notify field personnel through radio or telephone communications.
2. Ping meters to verify communication.
3. Maintain contact with field personnel to determine status of problem.
4. Enter restoration of outage in computer system with cause of problem and time of power return.
5. Monitor and maintain IVR calls. Test OMS IVR.

D. Maintain system database and coordinate information and records.

1. Assist in the accumulation of data for system studies and improvements.
2. Analyze SCADA output and advise immediate supervisor of problem situations.
3. Maintain a log of outages, switching operations and affected consumers.
4. Maintain current knowledge of transmission and distribution system, related switches, engineering standards, substation and feeder locations, and sectionalizing devices.

E. PowerStat and OC

1. Perform remote reconnects for accounts that have been disconnected for non-pay.

F. Maintain the service order and work order system.

1. Record work orders and service orders in the system.
2. Receive, record, and maintain files on inspections.
3. Maintain work orders in the BNH file.
4. Maintain and log BEMC pole #'s and placards.

## **Control Center Technician**

### **Other Duties:**

1. Detect faulty operations or materials and report all unusual conditions to supervisor.
2. Receive calls from BPT's and contact BPT trouble personnel to respond to site of trouble. Answer questions members may have about their account.
3. Follow safety procedures and keep work area clean and orderly.
4. Perform other similar or related duties as assigned.

### **Physical Demands:**

Very limited physical effort, but high stressful abilities required to perform regular job duties.

### **Mental/Visual Requirements:**

Concentrated visual attention and manual dexterity required to monitor and operate the outage, SCADA control system and activate controls to operate systems in a safe manner in coordination with field personnel and device readings.

### **Working Conditions:**

Usual office environment. Rotating 8 or 12 hour shifts