

## **OPERATIONS PROJECT MANAGER**

### **Management Position – Asset Management and Engineering Division**

*Salary commensurate with education, experience, and qualifications*

SYNERGY NORTH distributes electricity to approximately 50,000 residential customers and 6,000 commercial customers located in Thunder Bay and Kenora, Ontario. It is our mission to provide outstanding energy services in a safe, reliable, and trusted manner to our communities in order to power people's lives. To do this, we are continuing to build on our strong team of professionals and have a newly created position as the Operations Project Manager.

This is a full-time position based in Thunder Bay. SYNERGY NORTH invests in the safety and well-being of our employees. We provide a robust training program, and a comprehensive benefits package.

#### **POSITION SUMMARY:**

Under the general direction and guidance of the Vice President of Asset Management and Engineering, the Operations Project Manager is responsible for the planning, integration, coordination, and operation of Synergy North's Operational Technologies including but not limited to Geographic Information System (GIS), Outage Management System (OMS), Enterprise Asset Management Software and Mobile Workforce.

#### **DUTIES:**

- Develops, updates, and manages the GIS and OMS project work plan with internal and external resources to ensure attainment of objectives and work schedules
- Liaises with MIS division to ensure necessary resources and timelines for Operational Projects
- Responsible for the design and implementation of the Change Management Policy and Process
- Responsible for the maintenance, design, and uptime of the data records arising from utility activities
- Responsible for receiving, processing, and managing requests for the creation of mobile applications, tools, and upgrades to functionality for Operational Users
- Responsible for the field operation of the mobile workforce
- Conducts quality assurance on Operational Technologies and deliverables to ensure compliance with technical standards, specifications, and policies.
- Develops processes and user manuals for supporting Operational Technologies
- Develops and maintains links between various databases; assists with the integration of data from external agencies
- Supervises Summer Students, Interns, and Subcontractors related to Operational Technology projects
- Performs other such related duties as may be assigned.

#### **QUALIFICATIONS:**

##### **Mandatory:**

- A post-secondary degree or diploma in Engineering, Business, Computer Science, Management Information Systems or related field from a recognized post-secondary institution together with a minimum 2 years' experience in Project Management or equivalent combination of education and experience.
- Must have an excellent working knowledge of relational database concepts and software including Access, Excel, Oracle, and SQL query language; scripting using Visual Basic, Python, Arcade and ESRI tools
- A demonstrated commitment to continuous improvement, customer service, frontline leadership and teamwork principles is necessary.
- Must have excellent leadership, interpersonal, organizational and communication (verbal and written) skills.

##### **Preferred:**

- Project Management Professional (PMP)
- A good understanding of all applicable safety-related codes and acts such as the Occupational Health & Safety Code, and the Ontario Electrical Safety Code
- Proficiency in the operation and maintenance of the ESRI/ARCGIS suite of software products.
- Knowledge of network hardware, protocols, and standards
- Experience in Oracle Database management and Computer Programming
- Experience in Ortho Imagery processing

#### **Conditions of Employment:**

- Must have and maintain a valid Ontario driver's license and the use of a vehicle.
- Must be able and willing to work overtime as required.
- Must be able to complete tasks accurately and within specific time constraints with little or no supervision.
- Must successfully complete a criminal records check.

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**TESTING:** *To confirm their ability for the position, applicants may be required to take tests related to the job requirements and duties of the job position, which may be conducted by an independent third party.*

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Internal and External applications including a detailed resume and outline of qualifications will be reviewed starting at 9:00 am on **Monday, November 7, 2022**, and will continue to be accepted by the Human Resources & Safety Division until the position is filled.

**Note: Please submit your information electronically to [recruit@synergynorth.ca](mailto:recruit@synergynorth.ca)**