

System Control & Protections Supervisor Management Position – Lines & Operations Division

Under the general direction and guidance of the Operations Superintendent, the System Control & Protections Supervisor is responsible for supervising System Control Operators and the Protection and Control Technicians.

The position will also oversee the coordination of any distribution switching activities with internal and external stakeholders, any remote controlled or motorized protection devices. They will also actively contribute with corporate operational and or communication objectives, including tracking, monitoring, and or resolving issues related to performance or complaints as required.

Position Summary:

- Supervise day-to-day operations and assigns tasks within the System Control and Protection & Control work groups.
- Provide support during emergency power restoration efforts and liaise with Senior Management and the Outage Event Spokesperson during system events.
- Understand and enforce the Occupational Health & Safety Act (OHSA), the Electrical Utility Safety Rules (EUSR), the Utility Work Protection Code (UWPC), and all other applicable legislation or corporate policies and procedures.
- Prepare/manage the 24/7/365 System Control Operator's work schedule, including time balancing.
- Co-ordinate planning for field work with other Departmental Supervisors, contractors as well as communicate planned work with Stakeholders and maximize efficiencies.
- Coordinate System Control assigned projects complete with contract administration, project management and contract monitoring duties.
- Develop detailed specifications including justifications for contract services and or purchased items as required.
- Ensure prequalification processes are completed for contract services and that outside contractors adhere to SNC's policies and practices with regards to Safety and the Environment.
- Monitor/schedule/oversee contract service providers for the corporation's two-way radio/ GPS/ security/ telephone/ SCADA/OMS/GIS/SMS/Auto-dialer systems.
- Assist in the resolution of any SCADA, OMS, GIS, GPS, telephone, security, voice and or radio recording issues.
- Develops work procedures / work instructions related to the System Control or Protections work groups.
- Arranges, conducts and or presents topics of interest at corporate Safety Information Meetings.
- Oversees the quarterly and annual outage, reliability and under frequency reports and or any other OEB, Hydro One, EDA and IESO requests.
- Provides feedback, reports and or recommendations to other departmental supervisors / managers for operational issues or other process/program enhancement requests.
- Maintains/updates or participates in the ongoing accuracy of the corporation's Transmission Connection Agreement, Distribution Connection Agreement, Embedded Generator Agreements, Call Center Agreement, Emergency Preparedness Plan, Business Continuity, Storm Management / Power Restoration Plan, and Emergency Response Plan
- Standby / on-call duties in rotation with other Lines & Operations Supervisors.
- Foster a culture of innovation and creativity and communicate ideas to improve existing technologies and overall corporate operations.
- Identify, communicate and or implement opportunities to enhance operational efficiencies and resource utilization.
- Performs such other related duties as may be assigned.

Skills & Qualifications:

- University degree in a related field together with 3 years of experience; or an equivalent combination of education and experience.
- Thorough knowledge of 4kV, 12kV and 25kV power distribution systems.
- Experience in job planning and project management within a unionized environment.
- Demonstrated commitment to continuous improvement, front line leadership and teamwork principles.
- Excellent interpersonal, organizational, decision making and communication (verbal and written) skills.
- Excellent internal and external customer service skills.
- Must be self-motivated, well organized and have a high commitment to safety.
- Must have the ability to multi-task and be able to adapt to sudden changes in priorities.
- Be able to remain calm/flexible/adaptive in emergency, high pressure, or ambiguous work situations, and handle other stress associated with the position.
- Supervisory experience in the electrical trade or in a power distribution / industrial process control room.
- Prior experience with AutoCAD, Outlook (email) and or SunGard HTE enterprise systems.
- Strong leadership/analytical/problem solving skills, professional ethics, customer focused approach, and a sense of mission with a high priority for safety and results.
- Technical knowledge and understanding of the OHSA, UWPC, EUSR, WHMIS (GHS).
- Proficiency with Microsoft Office software applications and a typing proficiency of at least 40 wpm.
- Relays / protective device operating/programming/installation experience (SEL, QEI, GE).
- Knowledge of and or experience with Survalent ONE SCADA / OMS applications or other advanced distribution management systems (ADMS).
- Experience with two-way VHF digital radio communications, GE MDS transceivers, Omni / Yagi antenna and CCTV / security monitoring / recording equipment.

Conditions of Employment:

- Must have UWPC certification (or obtain within 12 months of hire date).
- Must successfully complete a Police Information Check.
- Must successfully pass Drug and Alcohol testing.
- Must not be colour blind.
- Must be willing and able to work after hours and be on-call as required.

- Must be willing and able to travel out of town for work or training as required.
- Must be able to respond to emergency call-outs within 20 minutes.
- Must have the use of a vehicle and maintain a valid Class “G” Ontario driver’s license.
Note: A Driver’s Abstract will be processed by Synergy North to verify that the applicant has no more than 6 demerit points.

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

Applicants are being reviewed starting at 8:00 am on December 13, 2023, and will continue to be accepted until position is filled by the Human Resources & Safety Division. **Please submit your resume and cover letter electronically to recruit@synergynorth.ca**