

SYSTEM CONTROL OPERATOR (In-Training)

Lines & Operations Division, Outside Staff Collective Agreement

\$27.33949 - \$49.5906/hour (May 1, 2025 rates)

SYNERGY NORTH CORPORATION 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 full-time, permanent position of System Control Operator (In Training) in Thunder Bay, Ontario.

SYNERGY NORTH invests in the safety and wellbeing of our employees. We provide a robust training program a comprehensive benefits package.

POSITION SUMMARY:

Under the general direction of the System Control & Protections Supervisor, a System Control Operator is responsible for monitoring, operating, and controlling the electrical power distribution system. System Control Operators also ensure the continuity of supply to customers and the implementation of the Utility Work Protection Code with regard to the safety of crews during construction and maintenance of the system. As part of the position, System Control Operators must successfully complete the MEARIE Electrical Operator Apprenticeship Program.

DUTIES:

- Provide 24 hour per day, 365 days per year coverage within System Control
- Monitor and control the electrical power distribution system via a SCADA system including remote substations, embedded generation, switching devices, communication lines, and associated equipment
- Act as the Controlling Authority for applying the Utility Work Protection Code with internal staff and external customers including Hydro One and local electrical contractors and assist with the co-ordination of switching between parties
- Maintain a detailed Operator's log and update system conditions as they occur
- Maintain system operating diagrams in AutoCAD/GIS/OMS when changes occur
- Dispatch crews in response to emergency and outage calls received from fire, police and/or customers
- Provide outage updates to internal stakeholders and the public
- Multitask, prioritize, document and perform operations with a high degree of accuracy.
- Assist after-hours in times of system trouble and be available for extended shift overlaps and on-call assignments as required
- Prepare and archive customer outages, feeder loading and various other scheduled and assigned reports
- Act as a company resource for databases updates / record keeping
- Monitor and operate building and yard security systems after-hours, and respond to issues accordingly
- Reference or respond to GPS tracking, emergency alerts, and advancing weather as required
- Utilize various technologies including smart grid, smart metering, distribution management, and outage management
- Perform periodic field checks as required
- Perform other duties as may be assigned

QUALIFICATIONS:

Mandatory:

- A graduate Electrical, Electronics, or Instrumentation Technician (2 year diploma) or an equivalent combination of education and experience.
- Must be proficient in the use of computers, Microsoft Office and AutoCAD
- Good penmanship, reading comprehension, writing skills and a typing proficiency of at least 30 wpm.
- Demonstrate a high level of interpersonal, teamwork and communication skills
- Be able to work independently and productively for lengthy periods without immediate supervision
- Must have the ability to multitask, be very detail oriented and be able to adapt to sudden changes in priorities
- Be able to remain calm in stressful emergency situations
- Must have excellent interpersonal, self motivation, organizational, decision making and communication (verbal and written) skills
- Must be competent within the meaning of the Occupational Health & Safety Act

Preferred:

- A graduate Electrical Engineering Technologist (3 year diploma)
- Minimum 2 years working experience in the area of electrical and computer systems, or within an electric utility.
- A thorough knowledge of electrical utility distribution systems and associated equipment, protective device coordination, Utility Work Protection Code (UWPC), and work experience within an electrical utility
- MEARIE Distribution Electrical Operator Certificate
- Prior work experience in a fast-paced customer service setting
- Prior experience with ESRI ArcGIS software
- Familiar with the street layout in the city of Thunder Bay

Conditions of Employment:

- Must not be colour blind
- Must successfully acquire MEARIE Distribution Electrical Operator Certificate within the required timeframe
- Must have and maintain a valid Ontario Driver's License (Class G)
- Must be willing to work a combination of rotating 12-hour day/night shifts, 8-hour day shifts and relief shifts, in a repeating-cycle schedule including after-hours, weekends and holidays
- Must be willing to work overtime, on-call, and out-of-town as required
- Must be able to respond to on-call emergencies within 20 minutes
- Must successfully complete a Police Information Check
- Must successfully pass Drug & Alcohol testing

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

Internal and External applications including detailed resume and outline of qualifications are being reviewed starting **November 24, 2025**, and will continue to be accepted by the Human Resources & Safety Division until position is filled.

Note: Please submit your application electronically to recruit@synergynorth.ca