

ELECTRICAL DISTRIBUTION SYSTEM 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 are seeking a full-time, permanent Electrical Distribution System Operator (In Training) in Thunder Bay, Ontario.

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

POSITION SUMMARY:

Electrical Distribution System Operators power people's lives. From the control room, you are one of the people responsible for keeping our electricity distribution system safe, stable, and ready to respond if trouble occurs. This role sits at the centre of everything that happens on the system. When planned work is scheduled, you coordinate and execute switching and apply the Utility Work Protection Code so crews can work safely and confidently. When outages occur, you help move the system from problem to restoration by immediately re-routing and restoring power around trouble areas utilizing a SCADA system, dispatching resources, tracking system conditions, and coordinating with internal teams and external partners.

What makes this work unique is the mix of technical judgement and clear communication. You will interpret alarms and system conditions, confirm what is happening in the field, devise & execute a plan, document decisions in the operator's log, and provide timely updates so crews, leaders, and customers understand what is changing and what comes next. Your accuracy protects people, your situational awareness protects the system, and your calm approach helps the organization respond well when the pace increases. This is an in-training position with a defined development pathway from apprentice to journey person. You will build your skills through the Electrical Operator Apprenticeship Program, supported by experienced operators and supervisors, with the expectation that you will progress into a fully qualified Electrical Distribution System Operator role over a four-year period.

If you see yourself in most of the points below, this role could be an excellent fit:

You bring the following qualifications and core skills

- Diploma in Electrical, Electronics, or Instrumentation Technician, or an equivalent combination of education and experience
- Strong computer skills, including Microsoft Office, GIS, and AutoCAD
- Strong analytical and logical thinking
- Clear, accurate documentation skills, including legible handwriting and a typing speed of at least 30 words per minute
- Strong communication and teamwork skills, with the ability to work independently for long periods
- The ability to multitask, stay detail focused, and adapt quickly when priorities change
- A calm, professional approach in time sensitive or emergency situations
- A safety-first mindset, and competence within the meaning of the Occupational Health and Safety Act

These assets will help you stand out

- Experience in an electrical utility, distribution operations, electrical and computer systems, or control room and outage response work
- Knowledge of distribution systems, protective devices, and the Utility Work Protection Code
- Experience with SCADA, OMS, DMS, smart grid tools, smart metering, Experience with GIS, including ESRI ArcGIS
- Customer service experience in a fast-paced environment

Conditions of employment

- No colour blindness
- Valid Ontario Driver's Licence, Class G, maintained in good standing
- Ability to work rotating shifts, including 12-hour day and night shifts, plus relief and occasional 8-hour day shifts, in a repeating cycle that includes weekends and holidays
- Willingness to work overtime and on call as required
- Successful completion of a Police Information Check
- Successful completion of drug and alcohol testing
- Successful completion of the Electrical Operator Apprenticeship Program and obtaining the Distribution Electrical Operator Certificate within the required timeframe

Applicants are asked to email a single PDF document containing their resume and cover letter to recruit@synergynorth.ca. Applications will be reviewed starting **March 2, 2026**, and will continue to be accepted until position is filled. Northern PeakHR is supporting our recruitment efforts, and you may be contacted directly by a Northern PeakHR representative. This position is currently vacant, and artificial intelligence is not used in the screening process.

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.