



Position Description

Position title:	System Operations Planner Operator
Reports to:	Network Access Team Leader
Business unit:	Network Services
Employment category:	Enterprise Agreement PP17-21

About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that’s more than 120,000 kilometres of wires and 850,000 poles.

But we do so much more than manage poles and wires. We’re also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it.

About the Network Services team you’ll be part of

Network Services is a 24x7 operation, constructing and maintaining electrical infrastructure and responding to faults and emergencies throughout the CitiPower and Powercor electricity distribution networks. The team is responsible for design, project management, workforce management, field construction and supply chain and logistics management. Functional teams include network control and operations, major projects, maintenance, field services, design and customer programs and works delivery management.

Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

The role facilitates network access through assessing, accepting and prioritising applications for planned access to the electricity networks across, sub-transmission (including within terminal stations), distribution and low voltage and for producing accurate, detailed switching instructions to provide safe access to these networks.

The role conducts switching operations of transmission, sub-transmission, renewable generation and distribution systems, including low voltage, in planned and unplanned situations as required under the direction of the System Control Centre.

This role provides operational advice to other business units, external operating authorities and customers and supports improvements in processes and performance.

Your key responsibilities

Planning and implementing

- Review and accept network access requests to avoid conflict, maximise system security and operator resourcing.
- Produce accurate, clear and concise operational instructions.
- Assist in the training and development of planners.
- Provide advice and direction to internal personnel, external operational authorities, HV and LV customers.
- Create and maintain standard switching instructions.
- Consider contingency plans and risk management measures when planning for network outages.
- Consider network performance is within design criteria during planned outages.
- Consider load flows and effects on plant when developing switching instructions.
- Provide support to projects to ensure planning and operating requirements are fully considered.
- Make technical operational decisions in accordance with organisational procedures, manuals, and policies to progress works and resolve minor issues
- Notify customers of planned outages, ensuring the business meets its regulatory obligations.
- Liaise with other Business Units and external Operating Authorities regarding planned outages to deliver project outcomes with minimum impact on system security & customers.

Business & Regulatory compliance

- Ensure planned outages comply with business & regulatory requirements.
- Ensure switching & access requirements comply with Operational Procedures, Green Book, Blue Book and other regulatory requirements.

Undertake switching operations

- Transmission, Sub-transmission, renewable generation, distribution HV and LV systems as required under the direction of the System Control Centre.
- Mentor operators in operational activities.
- Ensure compliance to operational procedures.
- Issue cancel and return operational documents to and from internal & external parties.
- Make technical operational decisions in accordance with organisational procedures, manuals, and policies to progress works and resolve minor issues.

Conduct safety inspections

- Carry out inspections of stations for security and condition of plant.
- Undertake field observations of operational activities
- Perform reliability patrols to ensure the security of Network assets

Innovation and improvement

- Support quality improvement by modelling high-quality work practices and providing constructive feedback.
- Review and assist in updates of group documentation (e.g., guidelines and procedures)
- Support & assist in the introduction of new operating equipment
- Support & assist in the introduction of new IT systems & processes

What you'll bring to the business

Education / Qualifications:

- Certificate of Technology (Electrical) /Certificate IV Electrical/Associate or Advanced Diploma Electrical Engineering or equivalent tertiary-based qualification
- VESI authorities including DS, ZSS, TSF and TS as required and with any required geographic or functional restrictions

Knowledge:

- Very good working knowledge of the electrical network including -
 - CBD, Urban & regional networks
 - Transmission, Sub transmission, Distribution HV & LV
 - Protection Schemes
- Working understanding of VESI & Company Operating procedures, practices and outage planning
- IT systems: Operational IT systems
- Understanding of relevant regulatory codes
- Understanding of VESI Design & Construction Practice for Distribution & Sub Transmission Network systems
- Understanding of network construction & maintenance work methods
- Understanding of business escalation & incident management processes
- Understanding of control room processes & systems
- Ability to communicate complex operational issues to both technical & non-technical people
- Ability to manage conflicting priorities

Experience:

- Experience in field operating of electrical network assets, including transmission, sub-transmission, renewable generation, distribution and low voltage networks
- Experience in processing and planning of access applications including the writing of switching instructions, for distribution systems

The skills and competencies you'll have

'Thought' competencies

1. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate
2. Tech savvy: Anticipating and adopting innovations in business-building digital and technology solutions
3. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

'Result' competencies

1. Ensures accountability: Holding self and others accountable to meet commitments
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
3. Interpersonal savvy: Relating openly and comfortably with diverse groups of people

'Self' competencies

1. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
2. Nimble learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder
3. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations

Other relevant information

- A pre-employment medical / physical assessment may be required
- Availability duty may be required
- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: 0. Contractor direct reports: 0.