



Position Description

Position title:	System Controller
Reports to:	Team Leader System Control
Business unit:	Network Services
Employment category:	Contract (Employment Agreement) / Enterprise Agreement (Control Grade 4)

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 position is responsible for the control, monitoring, coordination, recording, planning and managing switching activities during emergency, unplanned and planned events for transmission, renewable generation and distribution systems including subtransmission, distribution and low voltage reticulation networks. This responsibility is applied to Rural, Urban and CBD environments, also involving assets at the interface with other operating authorities, generation companies and HV customers.

The role also facilitates safe access to the network taking into account factors such as safety, operational procedures, equipment limitation, system loading and available resources to allow such access. The role also requires work as a solo System Controller, working without supervision, to handle planned and emergency situations.

Your key responsibilities

Controlling the Electrical Network

- Responds to planned and unplanned outages, and emergency disturbances
- Monitors the security of the electrical network
- Provides advice and direction to internal personnel, external operational authorities and major customers
- Maintains system information databases and system operations drawings
- Report network events
- Plan and coordinates field electrical operations, including the preparation of switching instructions in both real-time and offline situations
- Effectively use operational technology (and information technology) systems to plan and monitor the network, to ensure that system reliability, quality and utilisation requirements are achieved
- Minimise in a safe manner the duration (CAIDI) of network interruptions
- Taking ownership of the electrical network and setting priorities and required follow up work required to return the network to normal following faults or defects and to resolve any outstanding issues that have an operational impact
- Developing and enacting Contingency plans for critical system events, including System Control Centre evacuations and the establishment of the Emergency Control Room

Customer Service

- Maintain accurate and timely outage information in a real-time switching environment for the benefits of internal and external stakeholders
- Liaise with personnel from internal and external organisations, including HV customers, regarding operational matters and outage-related information.
- Provide written reports as required
- Addresses and replies to internal and external customers enquiries in a polite and timely manner

Resource Management

- Takes actions that drive Service Providers to meet the requirements of Service Agreements
- Co-ordinates and prioritises field resources.

Quality and Process Improvement

- Monitor the effectiveness of operating practices and procedures and assist in the revision and development of new procedures.
- Provide comments on system design proposals and prepare programs for commissioning of system elements, eg new substations, HV cables, zone substations, generator sites.
- Improving workflows through participating in Business Process Improvement initiatives.
- Establish / Improve operating standards and protocols throughout the business.
- Support the implementation of new network technology and operational systems

What you'll bring to the business

Education / Qualifications:

- Either of the following: Certificate of Technology (Electrical), Certificate IV Electrical, Associate Diploma or Advanced Diploma of Electrical Engineering / or equivalent Tertiary based qualification.

Knowledge:

- An understanding of Operational & fault investigation practices for the electrical network
- A detailed understanding of the relevant Regulatory Codes and Company Procedures and general electrical industry procedures and practices.
- An extensive knowledge of the SCADA & Outage Management System
- A good understanding of business functions and the organisation structure
- Detailed knowledge of the operational technology (and information technology) systems to control, monitor & report fault activities on the system
- The position needs a working knowledge of the transmission, renewable generation and distribution systems including subtransmission & distribution networks, its primary and secondary components, design, construction, operation, maintenance, control, communication and protection requirements
- A knowledge of field resource deployment parameters and the unplanned outage procedure (on the job training)
- A demonstrated ability to work effectively during extremely busy periods both alone and in a team situation (previous experience required)
- An understanding of business drivers, ESC reliability targets and their implications
- A sound understanding of the National Electricity Market
- A demonstrated commitment of health and safety (through an understanding of the principles/concepts of the jobs)
- Sound knowledge and understanding of protection systems
- A good working knowledge of basic electrical theory as applied to power systems.
- Ability to communicate effectively in both verbal and written forms with both internal and external customers.

Experience:

- Extensive work experience in the electricity industry
- Experience in Field and/or Zone Substation Operating
- Experience in Faults Management process
- Exposure to Planned Access job planning
- High level computer aptitude required

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. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

'Result' competencies

1. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
2. Drives results: Consistently achieving results, even under tough circumstances

'Self' competencies

3. Nimble learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder

Other relevant information

- A pre-employment medical / physical assessment may be required
- 24/7 Rotating shift
- Availability duty may be required
- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: 0 Contractor direct reports: 0
- Budget: OPEX \$0, CAPEX \$0