



Pend Oreille County Public Utility District

An Equal Opportunity Employer

Invites applications for the Position of:

SCADA/Automation Technician

Position Opens:

Department/Location: Information Technology /
Newport

Reports To: Information Technology
Supervisor

Supervises: N/A

Position Closes:

FLSA Status: Exempt

Grade: 11

Revision Date: 09/23/2019

Job Description

The SCADA/Automation Technician will configure, maintain and support the SCADA application and server infrastructure to ensure its reliable, safe and secure operation.

The SCADA/Automation Technician supports the infrastructure platforms necessary for reliable and efficient SCADA operations. Responsibilities involve the daily troubleshooting and resolution of incidents, operational maintenance and support, application and environment change control, and proactive/preventative analysis of system health and performance. The position will work collaboratively with other staff on recommendations for District's Technology strategic planning.

Essential Functions

- Works collaboratively with other staff on recommendations regarding the lifecycle of the SCADA application and server hardware and network to maintain a cohesive and fully functioning IT infrastructure.
- Actively monitors functionality and performance of the SCADA application platform and their services.
- Develops standard operations procedures, knowledge articles, and tasks to formalize and improve the SCADA application following vendor and industry best practices.
- Creates, maintains and reviews infrastructure diagrams and related documentation of the SCADA application platform; providing guidance to analysts, administrators, and other IT staff.
- Administers permissions, performs audits, and completes works in accordance with all IT and Cyber Security policies and procedures.
- Maintains equipment baselines and configurations in the approved IT asset management system.
- Works with the substation design team and engineering team to integrate the control and operation of the District's transmission and distribution facilities into the SCADA software platform and HMI screens.
- Provides assistance to the IT Department personnel in support of the District's IT Infrastructure, Servers, and Desktop systems.
- Ensures a complete and accurate inventory of the physical IT platform devices, software inventory, and physical server inventory associated with the SCADA application platform.
- Performs change, incident, problem management and root cause analysis activities on systems following established processes and procedures.
- Trains and assists staff, ensuring appropriate procedures are followed.
- Manage platform operations projects and related work in support of both large and small information technology projects; under minimal direction, able to progress projects to completion.
- Advises on disaster recovery planning and strategies on both the SCADA infrastructure level and the application level; provides support and leadership to customers or department.
- Able to effectively prioritize work assigned from multiple sources and meet deadlines.



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- Provides on-call support - after hours / weekends as required.
 - Demonstrates excellent communication and ability to work with others in potentially stressful situations; works quickly and is able to analyze, deduce, and present viable solutions to infrastructure and application problems.
 - Self-starter

Other Duties

- Understand and demonstrate a commitment to the PUD's mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors, and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Perform other duties as assigned.

Minimum Training & Experience Required

College Degree, or Technical Training in Automation Technology, Information Systems or related field or equivalent work experience/education. A demonstrable 3 – 5 years of experience supporting SCADA application platforms, field devices such as RTACs/RTUs, and network experience.

Knowledge and Skills

- Strong working knowledge of the SCADA application platform including maintenance, configuration, and troubleshooting. Experience with Survalent SCADA One application platform is preferred.
- Strong working knowledge in the creation and maintenance of HMI displays in collaboration with customers.
- Experience with communication protocols, such as DNP or OPC, and network systems associated with a SCADA infrastructure.
- Experience with developing field device data point mapping.
- Working knowledge of database architectures, queries, and maintenance with such database technologies as MS-SQL.
- Basic knowledge of local and wide area network environments; network routing and switching understanding; all layers of the OSI reference model and the protocols therein (e.g., LLDP, 802.*, CDP, Ethernet, MPLS, OSPF, etc.)
- Basic knowledge of Windows Server administration and virtualization platforms/technologies/tools (VMWare, Hyper-V).
- Demonstrated ability to communicate and work effectively with all levels of the organization and outside agencies; interpersonal skills including clear and concise communication both in writing and verbally.



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Other requirements if box is checked

- Valid driver license
- Professional license or registration
- Post-offer drug test
- Post-offer background check
- Apprenticeship or other education/training required as a condition of employment, progression or advancement

Physical Requirements

- Most working time is spent sitting in the same location, or standing/walking primarily in a controlled office environment. Occasional trips to other District work sites and other locations for project work, meetings, training, etc.
- Frequently handle material weighing 35-40 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium and sustained intensity.
- Under regular pressure to meet deadlines, complete projects, ensure successful outcomes and work on technical issues involving end user clients.



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Our Core Values

Safety and Health

Must share a personal and professional commitment to protecting the safety and health of our customers, our employees, and our contractors in order to ensure a reliable workforce and an educated community.

Customer Focus

Must believe in respecting our employees and customers, listening to their requests and understanding their needs. Strive to exceed their expectations with regard to reliable service and affordable cost.

Community

Must help and improve the communities where we live and work. Promote the development of sustainable structures through collaborative working and volunteering.

Integrity

Must be guided by what is ethical and right and fulfill all commitments as a responsible steward of public assets and trust. Must foster open and honest communications, listen, and understand other perspectives.

Teamwork

Must value diversity and draw strength from the wealth of viewpoints that reside within the District. Must work together; demonstrate collaboration through mutual reliability, openness, empowerment, growth and flexibility. Unite the District and its departments.

Decisiveness

Must timely make hard choices and necessary changes based on the best interests of the District without partiality.



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Approvals:

Employee

Date

Manager

Date

General Manager

Date

Human Resources

Date

Public Utility District No. 1 of Pend Oreille County is a publicly owned municipal corporation organized under the laws of the State of Washington. The primary purpose of the PUD is the efficient generation, transmission and distribution of electrical energy. The PUD serves the residents of Pend Oreille County and operates on revenues from the sales of its utility services. Employment at Pend Oreille County Public Utility District is at-will.