



Pend Oreille County Public Utility District

An Equal Opportunity Employer

IT SCADA Technician

Department/Location:	Information Technology / Newport	FLSA Status:	Exempt
Reports To:	Information Technology Supervisor	Grade:	11
Supervises:	N/A	Revision Date:	09/23/2019

Job Description

The IT SCADA Technician will configure, maintain and support the SCADA application and server infrastructure to ensure its reliable, safe and secure operation. This position will operate the SCADA application and server systems in a compliant manner and will demonstrate compliance with applicable regulatory standards.

The IT SCADA Technician provides delivery and supports the essential IT networking 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 including, but not limited to; Firewalls, Routers, Switches, Virtual Compute and Storage, Operating Systems/Services, Data Protection and Mass Storage 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.



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- Able to effectively prioritize work assigned from multiple sources and meet deadlines.
- 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

Bachelor's Degree, or higher in Computer Science, Information Systems or related field or equivalent work experience/education. A demonstrable 3 – 5 years of experience supporting SCADA application platforms, IT environment, professional IT certifications such as a Cisco CCNA.

Knowledge and Skills

- 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.)
- 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, and network systems associated with a SCADA infrastructure.
- Working knowledge of database architectures, queries, and maintenance with such database technologies as MS-SQL.
- 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.