



# POSITION DESCRIPTION

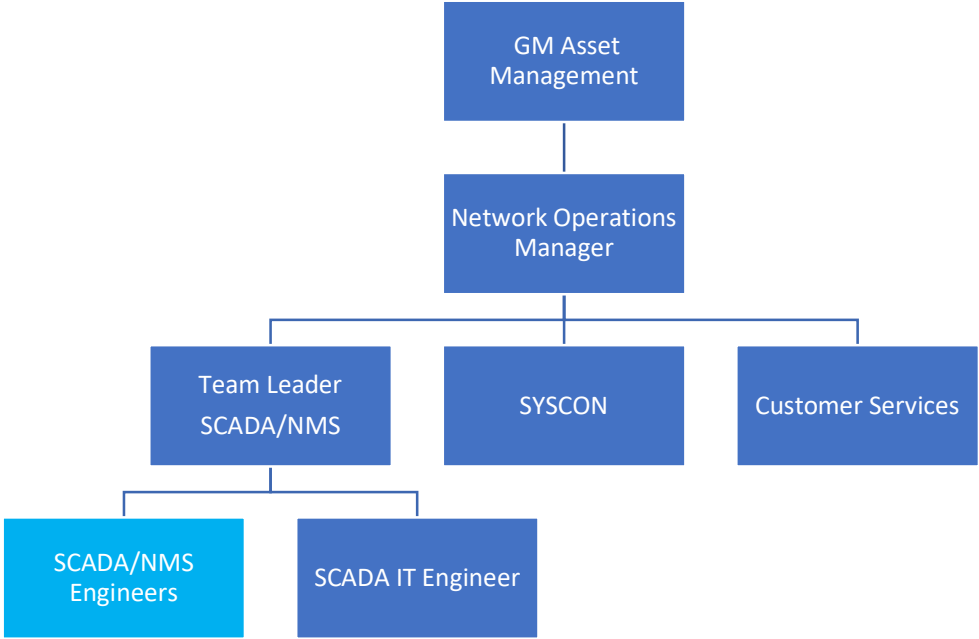


<b>Position title:</b>	<b>SCADA/NMS Engineer</b>		
<b>Reports to:</b>	Team Leader – SCADA NMS		
<b>Group:</b>	Asset Management	<b>Unit:</b>	SCADA/NMS
<b>Revision (m/y):</b>	6/2023	<b>Date:</b>	25 February 2025

**Purpose**

To ensure that SCADA/NMS systems support current and future Control Centre performance requirements.

**Reporting Structure**



**Resource Accountabilities**

<b>Staff numbers</b>	0	<b>Operating Budget</b>	Nil
<b>Capital Budget</b>	Nil	<b>Expense Authority</b>	As per Level 4 of DFA

**Performance Outputs**

<p align="center"><b>Key Result Areas (What/Result)</b></p>	<p align="center"><b>Key Tasks / Activities (How)</b></p>	<p align="center"><b>Performance Measures (Quantity, Quality, Time, Cost)</b></p>
<p><b>To maintain and update the NMS database and GUI</b></p>	<ul style="list-style-type: none"> <li>• Make database changes to:               <ul style="list-style-type: none"> <li>○ Create new equipment types, RTU's and communications ports</li> <li>○ Load management plant etc</li> <li>○ Perform all routine database maintenance of existing equipment not performed by the operators.</li> </ul> </li> <li>• Modify database structures in response to equipment changes and capabilities.</li> <li>• Perform GUI updates in response to network changes.</li> <li>• Assist in commissioning and field testing of new RTU's with regard to the master station requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Updates are implemented within agreed timeframes</li> </ul>
<p><b>To optimise the functionality and performance of the NMS</b></p>	<ul style="list-style-type: none"> <li>• Provide a technical point of contact for external support vendors to:               <ul style="list-style-type: none"> <li>○ Identify and resolve faults</li> <li>○ Test and evaluate new hardware and software</li> <li>○ Implement, commission and test new hardware or software.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• WEL's defined network performance objectives are met</li> <li>• Adherence to assigned WEL processes, procedures and work method statements</li> <li>• WEL's health and safety policies and procedures are adhered to at all times</li> <li>• Agreed server reliability and performance requirements are met</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake routine administration tasks on the servers to ensure reliability and performance requirements are met.</li> <li>• Provide technical input into the performance of the SCADA and substation communications infrastructure.</li> <li>• Participate in the system life cycle planning.</li> <li>• Support IS in the implementation of cyber security best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• SCADA and substation communications infrastructure performs to best practice</li> </ul>
<p><b>To support the development of staff competence and performance in using the NMS</b></p>	<ul style="list-style-type: none"> <li>• Support dispatchers and the call centre in relation to the Outage Management System.</li> <li>• Support operators in their use of the NMS.</li> <li>• Assist in system training and development of user documentation.</li> <li>• Provide technical input to improvements to the GUI etc.</li> <li>• Recommend enhancements and associated process improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff feedback and performance <ul style="list-style-type: none"> <li>○ All relevant staff are supported in the use of SCADA</li> <li>○ Users are trained</li> <li>○ User documentation is relevant and current</li> <li>○ Levels of operator performance and satisfaction in the GUI</li> </ul> </li> </ul>
<p><b>To maintain and deliver SCADA data</b></p>	<ul style="list-style-type: none"> <li>• Assist in the provision of data extracts from SCADA.</li> <li>• Develop reports as required to meet business needs.</li> <li>• Ensure data accuracy in SCADA and consistency with other systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Data extracts are correct</li> <li>• Data accuracy</li> <li>• Information for the purpose of network performance and asset planning</li> </ul>

<p><b>To contribute to the continuous improvement of asset management</b></p>	<ul style="list-style-type: none"> <li>• While contributing to the design, planning, installation, maintenance, operation, servicing, renewal, and disposal of WEL’s permanently connected Network Assets and Network Management Systems: <ul style="list-style-type: none"> <li>○ Participate in Asset Management activities that align to the Asset Management Policy</li> <li>○ Contribute to the achievement of WEL’s Asset Management Objectives (as detailed in the Strategic Asset Management Plan (SAMP))</li> </ul> </li> <li>• Support Asset Management assurance initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Active support for objectives and outcomes as detailed is evidenced</li> <li>• WEL demonstrates excellence in asset management through retention of ISO 55001 Asset Management Standard certification</li> </ul>
<p><b>To participate and contribute to projects</b></p>	<ul style="list-style-type: none"> <li>• Undertake special projects for WEL when required.</li> <li>• Undertake continuous improvement projects as and when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of agreed project measures</li> </ul>
<p><b>Targeting “Best in Safety”</b></p>	<ul style="list-style-type: none"> <li>• Promotion of good safety management practices.</li> <li>• Participation in safety and wellness activities.</li> <li>• Being a safety leader.</li> </ul>	<ul style="list-style-type: none"> <li>• WEL’s health and safety policies and procedures are adhered to at all times</li> </ul>
<p><b>To work in and promote a ‘Best in Service’ attitude to all endeavours</b></p>	<ul style="list-style-type: none"> <li>• Engage within the business and with community / external stakeholders in a way that supports ‘Best in Service’, always.</li> </ul>	<ul style="list-style-type: none"> <li>• WEL’s reputation is enhanced in the community</li> </ul>

		<ul style="list-style-type: none"><li>• You are known for your excellent customer service</li></ul>
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*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*

## Person Specification

<b>Qualifications</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary level technical qualification in computing or power engineering</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• BEng or BSc in appropriate discipline</li> </ul>
<b>Experience</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience working with SCADA, IT and Communication systems</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Electricity distribution experience</li> <li>• Experience in GE PowerOn Fusion</li> <li>• SCADA communication protocols</li> <li>• IP networks and Serial communications</li> <li>• System administration ( Linux, Oracle)</li> </ul>
<b>Role Specific Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Integrity:</b> Demonstrates consistently high integrity, professionalism and business ethics.</li> <li>• <b>Leadership:</b> Motivates, empowers and manages others to achieve business goals.</li> <li>• <b>Teamwork:</b> Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others. Shares information and knowledge freely.</li> <li>• <b>Collaboration:</b> Works with peers and others across the business to achieve win-win results, and drives behaviour to optimise business outcomes rather than department outcomes.</li> <li>• <b>Problem Solving / Critical Thinking:</b> Analyses issues and breaks them down into their component parts. Able to gather a wide range of information, comprehend and make systematic and rational judgements based on relevant information.</li> <li>• <b>Achievement Focused:</b> Demonstrates a readiness to make decisions, is resilient and proactive when facing difficult issues, and takes initiative and originate action.</li> <li>• <b>Communication:</b> Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and concise manner, using appropriate grammar, style and language for the reader.</li> <li>• <b>Negotiation:</b> Listens, comprehends and empathises with parties to develop relationships and rapport with others.</li> <li>• <b>Technical Ability:</b> Provides high quality analysis, processes and developments using the tools provided.</li> </ul>	

	<ul style="list-style-type: none"><li>• <b>Planning and Organising:</b> Organises and schedules activities and resources efficiently.</li><li>• <b>Customer Focus:</b> Dedicated to providing a prompt, efficient and personalised service to clients (internal/external) and works hard to ensure that individual client needs are met.</li><li>• <b>Quality Orientation:</b> Has a very high attention to detail. Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.</li></ul>
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## Our Purpose

Enabling our *communities to thrive*

## Our Vision

To create and support an *innovative and sustainable energy future*

## Best in Service

So we have the *trust of our community*



## Best in Safety

Every Day - *Home Safe*



## Our Values



**Agile**

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.



**Build the business**

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.



**Care for each other, the customer and our assets**

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.



**Do the right thing**

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.



**Every Day - Home Safe**

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.