

# Careers at the AESO

*As an independent system operator, the AESO leads the safe, reliable and economic planning and operation of Alberta's interconnected power system. The AESO also facilitates Alberta's fair, efficient and openly competitive wholesale electricity market, which in 2010 had about 175 participants and approximately \$5 billion in annual energy transactions.*

## **Manager – EMS Operations**

### **Position Summary**

The Energy Management Systems (EMS) Operations group's primary accountability is the integrity, collection, organization and management of data supplied into the ALSTOM EMS system. The role is key in shaping the way in which EMS applications for SCADA, the Alstom E –terra suite and Network applications are used in the effective operation of the System Control Center.

The EMS Operations group is comprised of highly technical, senior engineers who are focused on the effective management of the EMS on the Alberta Interconnected Electric System (AIES). Key functions include Database Modeling, SCADA & Telemetry, Generation, System Administration, Alarming, User Interface & Displays. Engineers work on day to day support of the EMS as well as new projects and changes initiated by the AESO that require integration into the AIES.

The EMS Operations Manager will lead and manage Engineers on all support & technical projects related to the change, correction or enhancement of the EMS; providing specialist technical expertise and services.

This role includes an ongoing responsibility to conceive, design and develop relevant best practices and standards, associated tools, templates and techniques to improve the quality and productivity of Operations and AESO solutions.

This individual will:

- Have multiple responsibilities including leading the technical management and oversight of Operations EMS technical engineers; and technical subject matter experts.
- Provide best practice points of view within the Operations EMS area of expertise.
- Plan, manage and allocate resources, coordinate interactions with Operations project leads and Operations Solutions staff focused on deliverables.
- Maintain clear and constant communication with Operations stakeholders.
- Be accountable for reporting on a consistent, timely basis. Ensures appropriate documentation and resource cycling is in place to reduce organizational domain knowledge risks.
- Acquire and develop highly effective resources with specific domain knowledge and subject competencies.
- Serve as subject matter expert to mentor and train Technical engineers with the purpose of strengthening their ability to support and deliver.

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## Accountabilities and Responsibilities

### Building & Managing a High performance team:

- Identification and assignment of the right person to the right role.
- Effective management of the team [including staffing, budget preparation, performance; incentive; compensation issues, vacation scheduling].
- Develop direction for goals & work plans based on goals and objectives of the AESO.
- Develop training & mentoring plans for the team.
- Resource management & Allocation.
- Performance Management.
- All aspects of recruitment.
- Capable of influencing and motivating staff to continuously improve their performance and increase output, and can similarly influence and motivate colleagues and customers towards a common and beneficial set of enhanced goals and objectives.
- Ensure effective allocation of internal and external resources to support releases and new functionality project activities within Operations.
- Increased coordination of resource management and demand across the different AESO programs.
- Responsibility for the team's successful delivery of deliverables within its portfolio, developing strategies and solutions which ensure that quality, and output targets are met in a way which achieves objectives.
- Responsibility for the team's conduct of productive and effective relationships with all partners involved.
- Provide management and leadership of the EMS Team with coaching, mentoring and professional development as necessary, maintaining an overview of the team's performance and that of individuals and achieving a step change in the team's capabilities.
- Escalate issues requiring action at a higher level in a timely manner, to permit efficient and effective decision making by the AESO.

### Manage baseline EMS functionality including:

- SCADA data acquisition and quality control
- ALSTOM AGC operation
- ALSTOM User Interface
- Other Data uses of the ALSTOM system
- Manage CIP/Security compliance of the EMS as it applies to the EMS User group
- Manage data supply and integrity into the ALSTOM system to AESO standards
- Work closely with the EMS Design and Change group to implement model iterations into the User environment.
- Manage the EMS data to market data relationship.
- Work closely with IT Support group to implement ALSTOM software and hardware changes into the User environment.

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- Perform Incident and Problem management for the Users of the ALSTOM system coordinating with IT where indicated.
- Manage the EMS to IT interface. Develop and monitor Service Level Agreements/Expectations between the EMS User group and IT Support.

***Other skills:***

***Process Management***

Excellent at figuring out the processes necessary to get things done. Knows how to organize people and activities and understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources. Helps to set direction for policies, methods and tools to support the critical components of work/project management.

***Directing Others***

Is good at establishing clear directions, sets stretching objective, distributes the workload appropriately and lays out work in a well-planned and organized manner. Champions the strategic direction of the company through setting and achieving group objectives.

***Continual Improvement***

Is dedicated to providing the highest quality products and services which meet the needs and requirements of internal and external customers. Creates and fosters an environment that facilitates and rewards personal growth.

***Self Development/ Thought Leadershi***

Is personally committed to and actively works to continuously improve self, others and internal methods and practices. Demonstrates the importance of continual improvement and devises systems that develop and mentor team members to maintain the standard and regularly improving the standard for this content area.

***Problem Solving***

Uses rigorous logic and methods to solve difficult problems with effective solutions. Uses knowledge of the big picture and related long term issues when evaluating information and knows when to apply a broad perspective to decision making.

***Decision Quality***

Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment. Fosters discussions within and external to the company to assist in decisions that have a wide area of impact.

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### ***Planning***

Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals, breaks down work into the process steps, develops schedule and task/people assignments; measures performance against goals and evaluates results. Interacts with various stakeholders to identify more effective or efficient opportunities.

### ***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand information and uses it for improvement in products and services; acts with the Customer in mind. Provides significant expertise regarding customer issues and subject matter and provides leadership in resolving customer conflicts.

### ***Business Acumen***

Knows how business works; knowledgeable in current and possible future policies, practices, trends and information affecting the industry and organization. Demonstrates an appreciation of the competing interest/expectations of different stakeholder groups in driving business needs.

## **Education**

- B.Sc Electrical Engineering (Emphasis in Power Systems) preferred
- Bachelor's degree, or Associates degree with equivalent work experience.
- APEGGA membership a plus

## **Knowledge, Skills, Abilities and Experience Required**

- 10 years of experience in power systems engineering work, and a bachelor's degree in electrical engineering, or equivalent experience in electrical engineering and a related engineering degree. Other combinations of experience and education that meet the minimum requirements may be substituted. Experience managing high performance teams is a must.

**If you are interested in the above position, please email your resume in confidence to [careers@aeso.ca](mailto:careers@aeso.ca) in order to be considered.**

**The AESO is unable to accept unsolicited agency resumes. Any resumes submitted become the sole property of the Alberta Electric System Operator.**

**The AESO would like to thank all applicants for their interest; however, only those candidates selected for interviews will be contacted.**

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