



To: Honorable Public Utilities Board

Submitted by: _____ *ISI*

Jessica Romeo
Human Resources Director

From: Jessica Romeo
Human Resources Director

Approved by: _____ *ISI*

Nicolas Procos
General Manager

Subject: By Resolution, Recommend that the City Council Adopt a Resolution Amending the Electric Utility Professionals of Alameda (EUPA) Salary Schedule to Reflect a New Salary for the Supervisor-Customer Resources and the Supervisor-Energy Resources, Amending the Alameda Municipal Power Unrepresented (AMPU) Compensation Plan to Reflect a New Salary for Assistant General Manager-Customer & Energy Resources and Chief Utility Technology Officer, and Approve Workforce Changes

RECOMMENDATION

By resolution, recommend that the City Council adopt a resolution to amend the Electric Utility Professionals of Alameda (EUPA) salary schedule to reflect new salary ranges for Supervisor-Customer Resources and Supervisor-Energy Resources, and to amend the Alameda Municipal Power Unrepresented (AMPU) compensation plan to reflect the new salary ranges for Assistant General Manager-Customer & Energy Resources and Chief Utility Technology Officer, and to approve workforce changes.

BACKGROUND

In November 2020, as part of its strategic planning efforts, Alameda Municipal Power (AMP) hired Hometown Connections, Inc. (HC) to perform an organizational assessment of AMP. HC provides a utility with a specific assessment of current and potential future needs. On November 15, 2021, Phyllis Currie, Executive Consultant of HC, presented the findings of the organizational assessment to the Public Utilities Board (Board). Ms. Currie is a nationally renowned expert on Public Power organizations and systems.

Ms. Currie explained that HC assessed AMP's organizational structure relative to its capacity to achieve the goals of its strategic plan and further advised key findings about the organization.

Ms. Currie provided HC's recommendations, which are as follows:

1. Reduce from four to three the number of Assistant General Manager positions
2. Reassign functions of the Customer Services Division
3. Transfer the Information Technology function from Administration to the General Manager
4. Develop succession plans for key positions
5. Develop a long-term plan for grid modernization

Since November 2021, AMP has made interim assignments with current staff to implement HC's recommendations. These interim assignments are not permanent, and recruitments will be conducted to fill the newly allocated positions after Board, City Council, and Civil Service Board (CSB) approval.

DISCUSSION

The proposed resolution recommends that the City Council adopt a resolution to amend the EUPA salary schedule to establish the salary rates, salary ranges, salary steps, and benefits for the new classifications of Supervisor-Customer Programs and Supervisor-Energy Resources, and to amend the AMPU compensation plan to establish the salary rates, salary ranges, salary steps, and benefits for the new classifications of Assistant General Manager-Customer and Energy Resources and Chief Utility Technology Officer, and to approve workforce changes to allocate four new positions and to unallocate four existing positions.

AMP staff is in the process of updating existing classification specifications or drafting new classification specifications, which it plans to take to the CSB in January 2023 with a recommendation to adopt the revised and new classification specifications.

Staff recommends the Board make the following workforce recommendations to City Council:

1. Allocate a new Assistant General Manager-Customer and Energy Resources position
2. Unallocate the Assistant General Manager-Energy Resources Planning position as this function will be re-assigned to the new Assistant General Manager-Customer and Energy Resources position
3. Unallocate the Assistant General Manager-Customer Resources position as the customer service function has been re-assigned to the Assistant General Manager-Administration position, and the customer programs function will be assigned to the new Assistant General Manager-Customer and Energy Resources position
4. Allocate a new Chief Utility Technology Officer position
5. Unallocate the Utility Information Technology Manager position
6. Allocate a new Supervisor-Customer Program position
7. Allocate a new Supervisor-Energy Resources position
8. Unallocate a Senior Energy Resources Analyst position

If the resolution is recommended by the Board and approved by City Council, four new positions will be allocated and four allocated positions will be unallocated, thus resulting in a staffing configuration that aligns with customer and market needs.

Current and proposed organization charts are attached for reference in Exhibits B and C, respectively. Revised and new job descriptions are attached for reference in Exhibits D through H.

The proposed changes have been discussed with EUPA and AMPU and they are supportive of the reorganization.

NEXT STEPS

Approval of the resolution will implement the first three HC recommendations. The fourth and fifth HC recommendations will be implemented separately. Upon anticipated approvals, the four newly allocated positions will be recruited for and filled.

FINANCIAL IMPACT

There is sufficient budget in fiscal year 2023 for these changes.

LINK TO STRATEGIC PLAN AND METRICS

The implementation of the re-organization encompasses all aspects of AMP's operations and is linked to all initiatives.

Issue 3: Business Resiliency, Strategy 5 of Alameda Municipal Power's (AMP) strategic plan directed AMP to perform an organizational assessment to align its organizational structure with customer and market needs.

EXHIBIT

- A. Resolution
- B. Current Organization Chart
- C. Proposed Organization Chart
- D. Assistant General Manager-Administration Job Description
- E. Assistant General Manager-Customer & Energy Resources Job Description
- F. Supervisor-Customer Resources Job Description
- G. Supervisor-Energy Resources Job Description
- H. Chief Utility Technology Officer Job Description

CITY OF ALAMEDA
PUBLIC UTILITIES BOARD

RESOLUTION NO. ____

**RECOMMEND THAT THE CITY COUNCIL ADOPT A
RESOLUTION AMENDING THE ELECTRIC UTILITY
PROFESSIONALS OF ALAMEDA (EUPA) SALARY SCHEDULE
TO REFLECT A NEW SALARY FOR THE SUPERVISOR-
CUSTOMER RESOURCES AND SUPERVISOR-ENERGY
RESOURCES, AMENDING THE ALAMEDA MUNICIPAL POWER
UNREPRESENTED (AMPU) COMPENSATION PLAN TO
REFLECT A NEW SALARY FOR THE ASSISTANT GENERAL
MANAGER-CUSTOMER & ENERGY RESOURCES AND CHIEF
UTILITY TECHNOLOGY OFFICER, AND APPROVE
WORKFORCE CHANGES**

WHEREAS, pursuant to Alameda Municipal Power's strategic plan, Hometown Connections, Inc. was hired to assess AMP's organizational structure relative to its capacity to achieve the goals and strategic plan; and

WHEREAS, Hometown Connections, Inc. presented key findings and made recommendations to re-align AMP's organizational structure; and

WHEREAS, staff has made interim assignments using current staff while developing appropriate classification specifications to implement Hometown Connections, Inc.'s recommendations; and

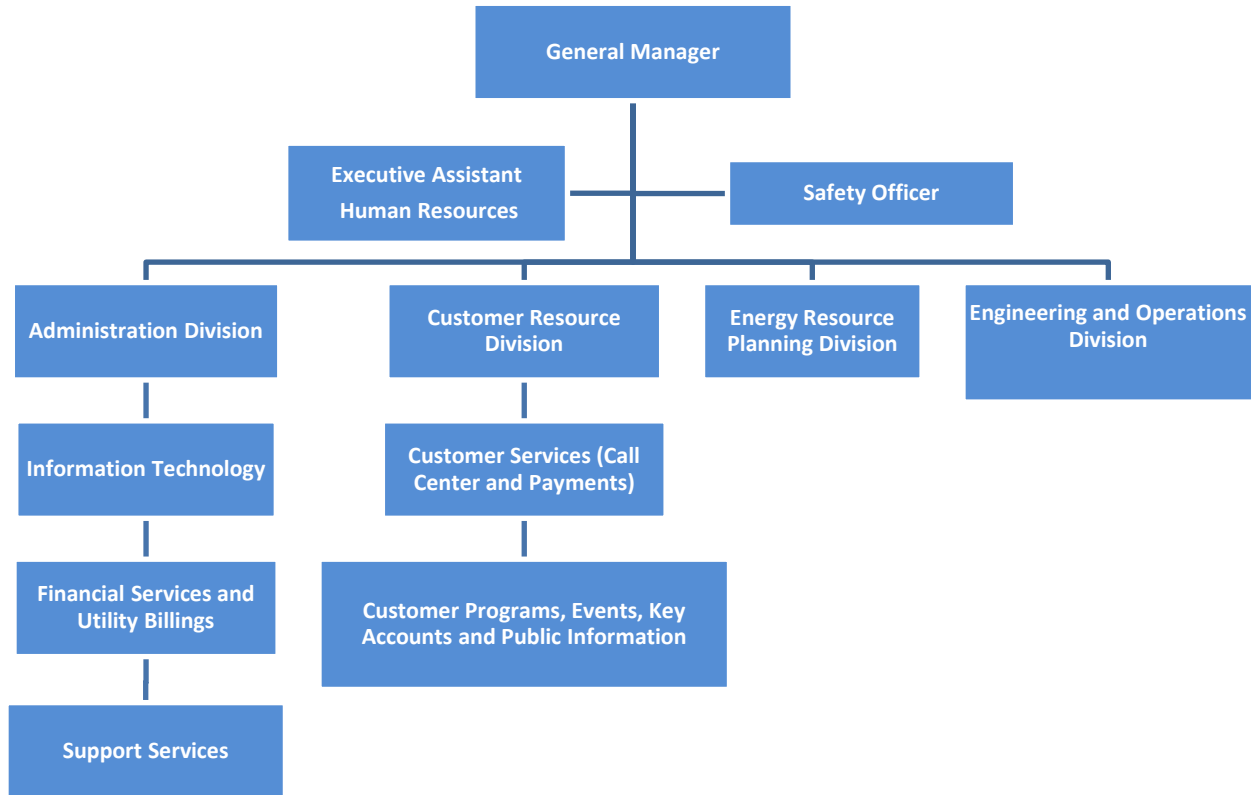
WHEREAS, the Council of the City of Alameda adopted the Memorandum of Understanding between the City of Alameda and the Electric Utility Professionals of Alameda (EUPA) on November 15, 2022; and

WHEREAS, the Council of the City of Alameda adopted the Compensation Plan between the City of Alameda and the Alameda Municipal Power Unrepresented (AMPU) on November 15, 2022.

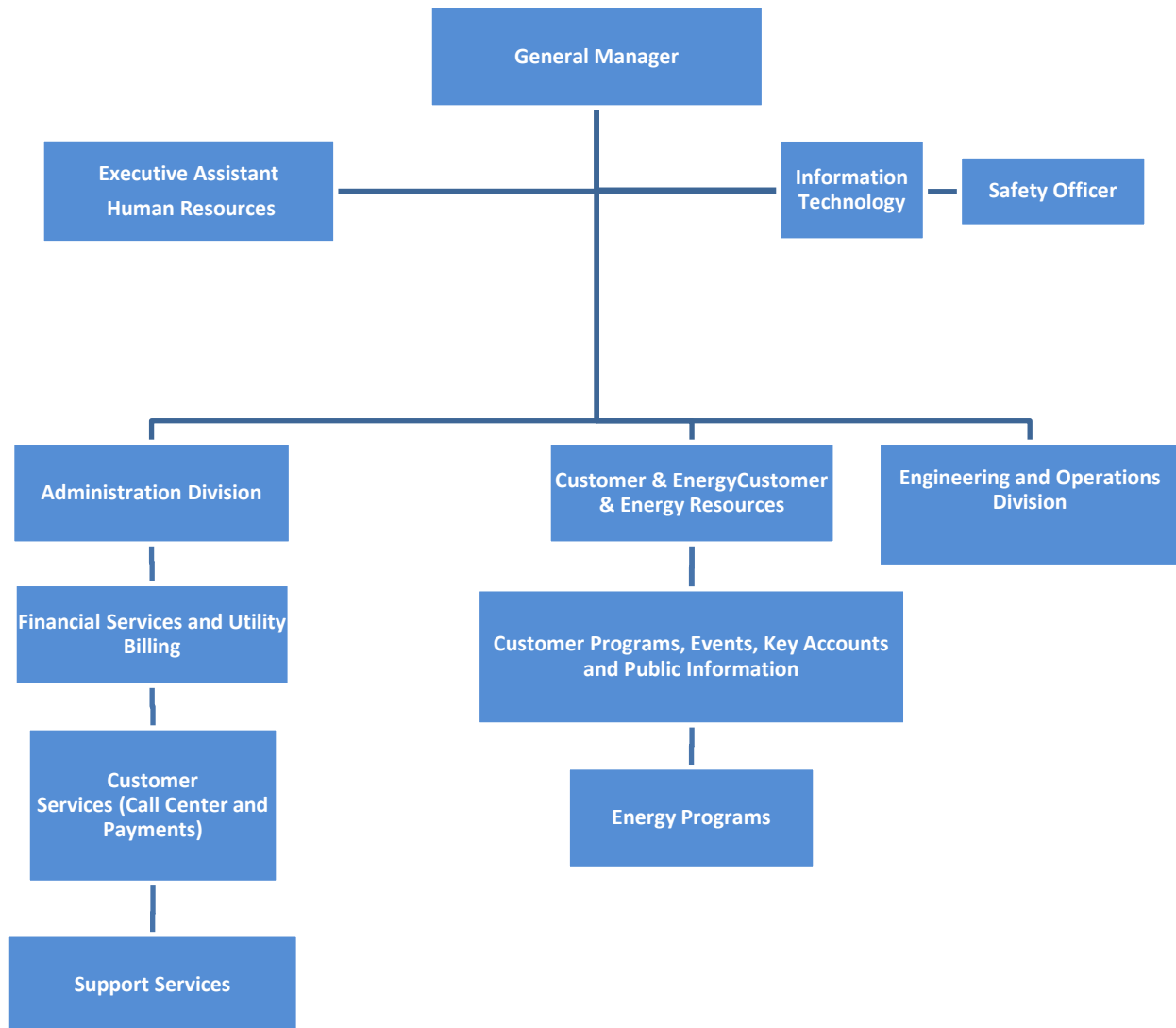
NOW, THEREFORE BE IT RESOLVED that the Public Utilities Board (Board) hereby recommends to the Council of the City of Alameda that the salary schedule of the Electric Utility Professionals of Alameda (EUPA) is hereby amended effective February 12, 2023, to reflect the new salary ranges for the classifications of Supervisor-Customer Resources and Supervisor-Energy Resources; and.

THEREFORE BE IT RESOLVED that the Board hereby recommends to the Council of the City of Alameda that the compensation plan of the Alameda Municipal Power Unrepresented (AMPU) is hereby amended effective February 12, 2023, to reflect the new salary ranges for the classifications of Assistant General Manager-Customer & Energy Resources and Chief Utility Technology Officer; and

CURRENT ORGANIZATION



NEW ORGANIZATION



ASSISTANT GENERAL MANAGER-ADMINISTRATION

DEFINITION

Under general direction, provide leadership and management to plan, coordinate and direct all administration division activities of Alameda Municipal Power including utility billing, support services and financial services; performs related work as required.

EXAMPLES OF DUTIES

1. Supervises, trains and evaluates assigned staff; participates in the selection of staff; develops and monitors employee training; develops and monitors employee performance benchmarks; performs ongoing employee observation to ensure quality assurance and employee excellence; works with employees to correct deficiencies.
2. Directs assigned activities including finance, budget, accounting, purchasing, meter reading, and customer service and account collection functions; ensures compliance with applicable federal, state and local laws, regulations and court rulings related to work activities.
3. Participates in various joint power agencies' committees and supports the PUB-designated Northern California Power Agency (NCPA) commissioner.
4. Directs the work of consultants; administers services or other agreements for services and/or supplies.
5. Coordinates preparation and administration of organizational budget, annual financial report and related activities.
6. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
7. Assists in developing and implementing policies of the Public Utilities Board; updates policies to be consistent with federal, local, and state regulations.
8. Develops and evaluates support financial services and operational customer service-related activities incorporating best business practices; assists other divisions in financial analysis, purchasing, recommends improvements and modifications to existing processes.
9. Develops, schedules and monitors methods to accomplish division goals; ensures work is completed in a timely and efficient manner.
10. Maintains and prepares records and reports.
11. Resolves customer complaints and problems.
12. Assists in short and long-range planning efforts and goals regarding business processes, procedures and improvements; reviews and evaluates business requirements for business technologies and processes such as Enterprise Resource Programs and finance customer information systems.
13. Identifies and analyzes operational problems, conducts studies, strategically evaluates alternatives and implements effective solutions for a wide variety of issues.
14. Coordinates activities with other divisions, City departments, consultants, contractors and outside agencies such as NCPA.
15. Performs related duties as required.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from a four-year college or university with major course work in public administration, business administration, finance or a related field. A masters' degree is desirable.

Experience:

Seven years of progressively responsible professional experience in financial management, debt management, accounting, budgeting/fiscal management environment, and customer resources at least three of which shall have been in a supervisory capacity. Experience in a utility business operation is desirable.

Knowledge

Knowledge of electric utility operating procedures and practices; principles and methods of public administration; effective methods, principles and practices of supervision and employee evaluation; current financial management practices including accounting, treasury management, financial planning, debt management and issuance, short and long-term financing, risk management; cost accounting and data processing; effective customer service relations principles and practices; collections and delinquent account procedures; pertinent court cases, federal, state and local laws and regulations related to work; budget development, implementation and administration; applicable federal, state and local laws, codes and regulations; correct English usage including spelling, punctuation and grammar; personal computers including hardware and software applications related to the work; effective methods of communication both oral and written; effective conflict resolution techniques; applicable technical information and aspects of the electrical utility industry; principles and procedures of record keeping; principles, practices and techniques of project management including contract administration and compliance; effective methods of policy development and implementation; research and statistical techniques and methodology; problem resolution methods and practices related to business process analysis.

Abilities

Ability to effectively plan, coordinate and manage administration and customer service activities and operations; plan, administer and evaluate work programs and schedules; interpret and apply complex governmental regulations; perform both complex and routine administrative work with speed and accuracy; conduct analytical studies and formulate recommendations; draft and review procedures and agreements; draw valid conclusions and project consequences of decisions and recommendations; communicate effectively; provide effective supervision and train and evaluate assigned staff; prepare and develop cost estimates and budget figures; maintain accurate and up-to-date records; perform business and statistical calculations; establish and maintain cooperative working relationships with those contacted in the course of the work; apply federal, state and local laws and regulations pertaining to work; establish goals and objectives and meet timelines; establish work priorities and communicate strategic direction to staff; operate a personal computer with associated hardware and software as required in the work; create and present a variety of reports and documents in the appropriate format; function as an effective team member demonstrating leadership and cooperation; review and analyze business operations and processes and make recommendations of effective process change; perform related as required.

Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification and to meet the needs of the City.

Work outside regularly scheduled hours as required.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

CL: Human Resources Department

EXHIBIT E

City of Alameda
Code No. 7058
Approved by CSB

ASSISTANT GENERAL MANAGER-CUSTOMER & ENERGY RESOURCES

DEFINITION

Under general direction, provides leadership and management to plan, coordinate and direct customer program activities including communications, public benefits, satisfaction and service, community outreach, communication of information, and business processes; electric utility supply, demand-side resource acquisition and portfolio management; manages participation and response to California electric market related regulatory and legislative issues; and manages necessary technical interfaces with joint power agencies. Manages the development and administration of rates and pricing of services to meet risk management, financial and environmental objective; performs other related work as required.

EXAMPLES OF DUTIES

1. Supervises, trains and evaluates assigned staff; participates in the selection of staff; develops and monitors employee training; develops and monitors employee performance benchmarks; performs ongoing employee observation to ensure quality assurance and employee excellence; works with employees to correct deficiencies.
2. Directs assigned activities including emerging customer programs, public benefits, services, community outreach, advocates the importance of public power, and the utility's brand in the community.
3. Directs activities including energy resource planning and procurement, supply and demand-side management plans; complex modeling and decision analysis; rate development, energy risk management, and forecasting
4. Participates in various joint power agencies' committees and supports the PUB-designated Northern California Power Agency (NCPA) commissioner.
5. Ensures compliance with applicable federal, state and local laws, regulations and court rulings related to work activities.
6. Manages contracts and purchasing needs. Oversees the work of contractors and consultants for services and/or supplies.
7. Directs division budget preparation.
8. Reviews and evaluates business requirements and technological advances and develops strategy for implementing changes benefiting the organization.
9. Participates in the development of long-range planning and strategies to meet financial objectives.
10. Assists in the development and implementation of Public Utilities Board policies; updates policies to be consistent with federal, local, and state regulations.
11. Prepares and presents various studies, analyses and reports.
12. Develops goals, objectives, procedures and standards; determines priorities, staff assignments and work methods; develops, schedules and monitors methods to accomplish division goals; ensures work is completed in a timely and efficient manner.
13. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
14. Maintains and prepares records and reports.
15. Resolves customer complaints and problems.
16. Identifies and analyzes operational problems, conducts studies, strategically evaluates alternatives and implements effective solutions for a wide variety of issues.
17. Coordinates activities with other divisions, City departments, consultants, contractors and outside agencies such as NCPA.
18. Performs related duties as required.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from a four-year college or university with major course work in engineering, economics, management, business or public administration, or a related field. Masters' degree is desirable.

Experience:

Five years of progressively responsible professional experience in utility customer (residential and/or business) programs, utility economics, resource planning, general administration, management, business administration, or customer services or a related field and at least two years performing the work in a management supervisor capacity. Experience in utility customer programs and 24/7 operations is desirable.

Knowledge

Knowledge of electric utility operating procedures and practices; electric utility resource planning, acquisition and portfolio management of the utility's power resource interests and obligations at the bulk power and distributed generation level; joint planning, procurement, portfolio management, power pooling and transmission arrangements with third parties, including joint powers agencies, system operators, utilities, customers and suppliers; energy efficiency, fuel switching, building electrification and transportation electrification programs; planning, development, evaluation, acquisition and operation of supply and delivery resources for electric power and other product lines based on forecast needs; commodity and enterprise energy risk management policies and programs; short-term and long-term resource operation and cost models; supply and demand-side resource planning and evaluation, energy supply and delivery costs; market based fuel and energy cost projections; power pool operation and cost analyses;; negotiation of contracts for the purchase and/or sales of utility resources and services, including energy and environmental commodities and transmission; development of rates and pricing structures incorporating cost of service factors and competitive factors by rate class; applicable utility business, financial, regulatory and management practices; power supply and demand-side resources, load management, and conservation measures; engineering economics, and project planning; financial, budgeting, and accounting principles and public financing techniques; forecasting, cost analysis and pricing design; applicable laws, codes and ordinances; principles and methods of public administration; effective methods, principles and practices of supervision and employee evaluation; pertinent court cases, federal, state and local laws and regulations related to work; project planning and administration; residential, commercial, and industrial business needs; business mathematics; correct English grammar including spelling, and punctuation; personal computers including hardware and software applications related to the work; effective methods of communication both oral and written; effective conflict resolution techniques; applicable technical information and aspects of the electrical utility industry; principles and procedures of record keeping; principles and practices of budgeting financial record keeping and reporting; principles, practices and techniques of project management including contract administration and compliance; effective methods of policy development and implementation; research and statistical techniques and methodology; problem resolution methods and practices related to business process analysis.

Abilities

Ability to effectively plan, coordinate and manage emerging customer program such as public benefits, services, community outreach, advocates the importance of public power, and the utility's brand in the community, and energy resources activities such as power resource planning, acquisition, risk and portfolio management activities in a supervisory capacity requiring the management, training, and evaluation of assigned staffs; to function as an effective team member demonstrating leadership and cooperation; to effectively plan, administer and evaluate work programs and schedules; interpret and apply complex governmental regulations; perform both complex and routine administrative work with

speed and accuracy; conduct analytical studies and formulate recommendations; draft and review procedures and agreements; draw valid conclusions and project consequences of decisions and recommendations; effectively communicate both orally and in writing complex subject matter to diverse audiences including Public Utilities Board members, elected officials, utility industry executives, regulatory agencies and public audiences using excellent written, oral and presentation skills interpret and apply complex laws, governmental regulations and contractual provisions; prepare and develop cost estimates and budget figures; analyze technical and financial data; make economic evaluations, comparisons, and formulate recommendations; draft and review procedures and agreements; maintain accurate and up-to-date records establish work priorities and communicate strategic direction to staff; operate a personal computer with associated hardware and software as required in the work; create and present a variety of reports and documents in the appropriate format; function as an effective team member demonstrating leadership and cooperation; review and analyze business operations and processes and make recommendations of effective process change; establish and maintain cooperative working relationships with those contacted in the course of the work; supervise, train and evaluate assigned staff, and perform related work as required.

Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification to meet the needs of the City.

Work outside regularly scheduled hours as required.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

CL: Human Resources Department

EXHIBIT F

City of Alameda
Code No. 7640
Approved by C.S.B.

SUPERVISOR-CUSTOMER RESOURCES

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DEFINITION

Under general direction, plans, supervises and participates in the operation of the customer resources function and performs other work as required.

DISTINGUISHING FEATURES

This is the most advanced journey level class in the Customer Resource section. Positions allocated to this class exercise a high degree of responsibility for managing the customer resources section, and performing specialized research, analysis and program administration. Work in the class is distinguished from that of lower classes by the level of responsibility associated with assigned duties and by the degree of specialization required.

EXAMPLES OF DUTIES

1. Manages and administers policies and procedures for the customer resources section.
2. Oversees and coordinates section services, including access of information via customer facing technology, various utility databases, public relations communications technology, etc.
3. Supervises professional, technical and administrative support staff including scheduling for section operations and assignment of work activities, projects and programs.
4. Serves as a member of the utility's management team; assists in the planning, development and implementation of departmental goals, objectives, policies, and priorities.
5. Develops and implements utility programs, services and activities for the benefit of AMP customers, the community and the environment. Ensures compliance with applicable federal, state, and local laws, regulations and court rulings related to work activities.
6. Designs and promotes beneficial building and transportation electrification programs, services and activities
7. Considers how AMP's programs, services and activities will support income qualified customers.
8. Directs and participates in community programs, both in-house and through community outreach including presentations to a variety of audiences.
9. Compiles and analyzes utility activity reports; evaluates utility services, programs, systems, and procedures; prepares various reports and makes recommendations to the Public Utilities Board (PUB).
10. Assists in the development, recommendation and implementation of Public Utility Board policies.
11. As assigned, develops and maintains Federal Energy Regulatory Commission (FERC), North American Electric Reliability Corporation (NERC), and Western Electricity Coordinating Council (WECC) documents and reports to ensure ongoing compliance with all applicable regulations and standards.
12. Assists and advises rate payers about utility programs and services; recommends training activities for utility staff.
13. Attends and represents the utility at professional meetings such as the Northern California Power Agency (NCPA) as required.
14. Assists with maintaining a web presence through the utility's web page and use of social media.
15. As assigned, writes and administers grants and grant applications on regional, state and federal levels.
16. As assigned, applies for utility and government industry recognition awards.
17. Assists in division budget preparation and administration.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major coursework in engineering, energy management, environmental studies, business or public administration, or a related field with a strong background in the electric utility industry.

Experience: Six years of progressively responsible professional administrative and management experience, of which two years of experience in the related specialty is required, involving the analysis of comprehensive administrative concerns related to utility strategies programs such as customer programs, energy efficiency or closely related field, and at least one year of which shall have been in a supervisory capacity.

Knowledge

Knowledge of current trends, principles and practices of program development, implementation, and evaluation; operation of personal computers and information management with proficiency using word processing, spreadsheets, databases, presentation software, and web-based programs specific to customer resources, customer engagement and relations, and communications; modern office practices and procedures including applications of information systems; a high level of proficiency in English language usage, including excellent spelling, grammar and punctuation skills; principles and practices of supervision, training, performance evaluations and personnel management; principles and practices of budget preparation and monitoring.

Ability

Ability to effectively plan, organize, direct, and coordinate the activities of assigned utility section; identify and analyze community needs and promote interest in utility programs and services; develop and implement utility programs and services which meet residential and business ratepayer needs; plan, administer, and evaluate work programs; prepare and present concise and comprehensive studies and reports for a range of audiences; demonstrate effective leadership and gain consensus and support; set priorities and meet deadlines; performs qualitative research and analysis, and quantitative and general problem solving using superior critical thinking skills; embrace change; interpret and apply policies, procedures, laws, codes and regulations pertaining to assigned programs and functions; clearly define problems and develop solutions; draw valid conclusions and project consequences of decisions and recommendations; perform both complex and routine work with speed and accuracy; work effectively under pressure and with frequent interruptions; serve as a responsible steward of the community's resources; interpret, apply and explain established City and utility policies and procedures; establish and maintain accurate records; prepare reports and make effective public presentations in routine and emergency situations; effectively facilitate/moderate meetings; write grant proposals; set priorities, meet deadlines and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively and courteously, both orally and in writing; establish and maintain effective working relationships with other agencies such as NCPA, contractors, other work groups and departments, employees and the general public; and supervise, train and evaluate assigned staff.

Other Requirements

Work outside regularly scheduled hours as required.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

CL: Human Resources Department

EXHIBIT G

City of Alameda
Code No. 7071
Approved by C.S.B.

SUPERVISOR-ENERGY RESOURCES

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DEFINITION

Under general direction plans, supervises and participates in the operation of the energy resources function and performs other work as required.

DISTINGUISHING FEATURES

This is the most advanced journey level class in the Energy Resource Analyst series. Positions allocated to this class exercise a high degree of responsibility for managing the energy resources section, and performing specialized research, analysis and program administration. Work in the class is distinguished from that of lower classes by the level of responsibility associated with assigned duties and by the degree of specialization required.

EXAMPLES OF DUTIES

1. Manages and administers policies and procedures for the energy resources section.
2. Oversees and coordinates section services, including access of information via electronic information retrieval systems and online catalogs, such as the Internet.
3. Supervises, trains and evaluates professional, technical and administrative support staff including scheduling for section operations and assignment of work activities, projects and programs; and recommends training for utility staff
4. Serves as a member of the utility's management team; assists in the planning, development and implementation of departmental goals, objectives, policies, and priorities.
5. Develops and implements utility programs, services and activities for the benefit of AMP customers, the community and the environment; ensures compliance with applicable federal, state, and local laws, regulations and court rulings related to work activities.
6. Directs assigned activities including energy resource planning and procurement, supply and demand-side management plans; complex modeling and decision analysts; rate development, energy risk management, and forecasting. Participates in long range planning and development of strategies to meet financial objectives.
7. Directs and participates in community programs, both in-house and through community outreach including presentations to a variety of audiences.
8. Compiles and analyzes utility activity reports; evaluates utility services, programs, systems, and procedures; prepares various reports; assists in the development, recommendation and implementation of Public Utility Board policies.
9. As assigned, develops and maintains Federal Energy Regulatory Commission (FERC), North American Electric Reliability Corporation (NERC), and Western Electricity Coordinating Council (WECC) documents and reports to ensure ongoing compliance with all applicable regulations and standards.
10. Assists and advises rate payers about utility programs and services.
11. Attends and represents the utility at professional meetings such as the Northern California Power Agency (NCPA) as required.
12. Assists in division budget preparation and administration.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from a four-year college or university with major coursework in mathematics, engineering, economics, information management, energy management, or business or public administration, or a related field with a strong background in the electric utility industry.

Experience: Six years of progressively responsible professional administrative and management experience, of which two years of experience in the related specialty is required, involving the analysis of comprehensive administrative concerns related to utility strategies programs such as energy resource planning, acquisition, portfolio management, energy risk management or closely related field, , and at least one year of which shall have been in a supervisory capacity.

Knowledge

Knowledge of electric utility resource planning, acquisition and portfolio management of the utility's power resource interests and obligations at the bulk power and distributed generation level; joint planning, procurement, portfolio management, power pooling and transmission arrangements with third parties, including joint powers agencies, system operators, utilities, customers and suppliers; economic planning of short-term and long-term energy efficiency programs; planning, development, evaluation, acquisition and operation of supply and delivery resources for electric power and other product lines based on forecast needs; commodity and enterprise energy risk management policies and programs; short-term and long-term resource operation and cost models; supply and demand-side resource planning and evaluation, energy supply and delivery costs; market based fuel and energy cost projections; power pool operation and cost analyses; cost of service allocation to customer classes; negotiation of contracts for the purchase and/or sales of utility resources and services, including energy and environmental commodities and transmission; development of rates and pricing structures incorporating cost of service factors and competitive factors; applicable utility business, financial, regulatory and management practices; power supply and demand-side resources, load management, and conservation measures; engineering economics, and project planning; financial, budgeting, and accounting principles and public financing techniques; forecasting, cost analysis and pricing design; operation of personal computers and information management with proficiency using word processing, spreadsheets, databases, presentation software, and web-based programs specific to energy resource planning; modern office practices and procedures including applications of information systems; effective methods of lead and project supervision; a high level of proficiency in English language usage, including excellent spelling, grammar and punctuation skills; principles and practices of supervision, training, performance evaluations and personnel management; and principles and practices of budget preparation and monitoring; and applicable laws, codes and ordinances.

Ability

Ability to effectively plan, coordinate and manage utility resource planning, acquisition, risk and portfolio management activities and operations in a supervisory capacity requiring the management, training and evaluation of assigned staff; plan, administer, and evaluate work programs; interpret and apply complex laws, governmental regulations and contractual provisions applicable to the effective management of utility resource planning, acquisition, risk and portfolio management activities; analyze technical and financial data; make economic evaluations and comparisons; effectively prepare and present complex technical and analytical studies and reports for a range of audiences including Public Utilities Board members, elected officials, utility industry executives, regulatory agencies and public audiences using excellent written, oral and presentation skills; demonstrate effective leadership and gain consensus and support; set priorities and meet deadlines, and make sound decisions; perform qualitative research and analysis, and quantitative and general problem solving using superior critical thinking skills; embrace change;; clearly define problems and develop solutions; draw valid conclusions and project consequences of decisions and recommendations; perform both complex and routine work with speed and accuracy; work effectively under pressure and with frequent interruptions; serve as a responsible steward of the community's resources;

interpret, apply and explain established City and utility policies and procedures; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with other agencies such as NCPA, contractors, other work groups and departments, employees, and the general public; and supervise, train and evaluate assigned staff.

Other Requirements

Work outside regularly scheduled hours as required.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

CHIEF UTILITY TECHNOLOGY OFFICER

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DEFINITION

Under general direction, functions as the administrative head of the utility department's information technology section and is the final departmental authority in all matters of policy and operations; plans and manages a comprehensive and integrated information technology program to deliver cost effective, reliable, secure, and high quality information technology systems and services for the utility; provides leadership and management to plan, coordinate, and direct all utility information technology services; administers, manages, plans, coordinates, and supervises Alameda Municipal Power's (AMP) digital and information technology operations, including the support and administration of computer systems, cybersecurity, business continuity, network and telecommunications, utility operations technology, purchasing and technology asset management, enterprise applications, infrastructure, and help desk services; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification at the senior management level. The Chief Utility Technology Officer reports directly to the General Manager, is a member of the department's senior management team, and is responsible for all operations of the utility information technology section. Various related functions may be assigned to the section depending on the needs and priorities of the department.

The Chief Utility Technology Officer ensures that the department optimizes and aligns the use of technology, develops the overall information systems vision and strategy, technology-related goals and programs, coordinates utility-wide needs assessment and short and long-term information systems planning, and identifying opportunities to use technology to improve utility operations.

EXAMPLES OF DUTIES

1. Establishes the mission of AMP's utility information technology section's policies, plans, and objectives based on the utility department's strategic goals, needs, and priorities. Develops, implements, and maintains utility information technology vision and strategy that aligns the utility's strategic goals with sustainable technology to support it.
2. Develops and implements comprehensive utility information technology services, programs, projects and functions, including but not limited to areas in computer systems, cybersecurity, business continuity, network, telecommunications, utility operations technology, enterprise applications, and infrastructure to meet the department's operations needs and goals.
3. Develops, implements, and maintains a comprehensive cybersecurity strategy to secure utility operations and maintain compliance with various regulatory requirements including North American Electric Reliability Corporation (NERC).
4. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
5. Supervises, develops, trains and evaluates the work of professional and technical staff.
6. Prepares and administers the utility's information technology budget (operating and capital) as needed for each area and tasks/projects; forecast, monitor, and approve related expenditures.
7. Administers, plans, directs, organizes, coordinates, and manages all work related to AMP's computing and network infrastructure services, including the selection, procurement, implementation, and maintenance of computers and servers, network and cloud infrastructure, software systems, enterprise applications, relational databases, telecommunications, and associated emerging technology.
8. Manages and maintains the utility operations Supervisory Control and Data Acquisition (SCADA) network and related fiber network infrastructure.

9. Manages and oversees the utility's Geographic Information System (GIS) and associated technologies.
10. Evaluates service provision and program effectiveness, evaluates alternatives and options, establishes priorities, and implements effective remedies and solutions.
11. Advocates change and educates Public Utilities Board members, management, and employees on the needs for up-to-date information technology, staff, and equipment to accomplish the mission and goals of the department. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
12. Directs systems design, development, and implementation of new or enhanced systems; provides strategic planning and direction by staying up to date on advances in utility operations requirements, processes, technology and telecommunications.
13. Manages large and/or complex technology projects. Assigns and tracks project tasks, ensures adherence to project schedule, budget, and scope.
14. Develops hardware and software standards; oversees the development and/or integration of systems to ensure continuity and compatibility with other systems.
15. Promotes and implements "big picture" strategy for all hardware, software, systems throughout the utility and understands how to work with all areas of the utility and the City in order to integrate systems and technology where applicable.
16. Administers, monitors, and may negotiate contracts for the acquisition, installation, application and maintenance of vendor products and services.
17. Maintains knowledge of the latest trends and developments in the information technology and electric utility industry; advises and trains staff as needed.
18. Coordinates development and administration of planned and unplanned system outage resolution, disaster recovery procedures and backup systems, including data backup and restoration of computer services, and communicates system outage conditions to appropriate AMP and city personnel.
19. Plans, designs, implements, supports, maintains, upgrades and troubleshoots various applications and/or network, computing and infrastructure elements.
20. Responds to incidents, problems, and requests for service and/or resources reported and/or escalated through various mechanisms determining and effecting appropriate course of action to bring closure. Escalates incidents, problems, and requests for service and/or resources to other information technology staff as necessary and appropriate.
21. Initiates, researches, proposes, and implements improvements to various network, computing, infrastructure, operating system, and applications as appropriate to support operational service levels in alignment with best practices.
22. Prepares Requests For Information (RFI), Request For Qualifications (RFQ), Request For Proposals (RFP) and solicits vendor bids/quotes as needed. Evaluates bids and writes comparison reports.
23. Confers with other sections, divisions, departments, agencies, public officials, vendors and contract providers regarding information technology issues; makes presentation on information technology projects, programs, plans and activities.
24. Prepares and may present various studies, analyses, and reports regarding information technology services.
25. Ensures compliance with federal, state and local laws, regulations, codes, and NERC compliance.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from a four-year college or university with major course work in information technology, computer science, information systems management, public or business administration, or a related field. A related master's degree is desirable.

Experience: Seven years of progressively responsible professional experience in all major phases of information technology, including at least three years of which shall have been in a supervisory capacity. Public sector information technology business systems experience is highly desirable.

Knowledge

Knowledge of objectives, current trends, techniques and principles of information technology administration; current state-of-the-art information systems and communication technology; best practices, strategies, methodologies, and policies in information technology; information, business, municipal and telecommunications system designs, applications, programming, business continuity and security; the principles and practices of automated information systems management and system support functions including microcomputer systems, networks, client-servers, and telecommunication industry standards; operation of a complex networked computing environment including servers, databases, local, cloud and wide area network technologies; designated operating systems and standard applications programs; systems analysis design and programming; and federal, state and local laws, regulations related to utility information technology operations management and reporting requirements.

Ability

Ability to effectively plan, organize, manage, coordinate and direct all of AMP's information technology operations; develop and implement goals, objectives, policies, procedures, work standards and internal controls; manage major automation projects and applications; develop and implement comprehensive information technology services, programs, projects and functions including both data and voice to meet operating needs and goals; plan, organize, coordinate, manage and participate in all work related to AMP's computer network and telecommunications services; demonstrate effective leadership; review and analyze complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; set priorities and meet deadlines; interpret and apply relevant state, federal and local laws and regulations; interpret, apply and explain complex governmental regulations, policies and procedures; issue instructions, directions and orders; analyze situations and make quick decisions requiring sound judgment; establish and maintain accurate records; plan, administer and evaluate work programs and schedules; prepare complex and concise technical studies and reports; set priorities, meet deadlines, and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively including presenting technical concepts clearly to non-technical parties; act with resourcefulness, courtesy and initiative; exercises independent judgment; establish and maintain effective working relationships with employees, public officials, other departments and agencies, vendors and the general public; and supervise, train and evaluate assigned staff.

Ability to transport and install computers and related equipment involving physical dexterity, moderate lifting and carrying of up to 50 pounds.

Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification and to meet the needs of the City.

Work outside regularly scheduled hours as required.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

CL: Human Resources Department