

UTILITY TECHNICIAN

Utilities | Electric Distribution



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Utility Technician is responsible for performing a wide range of field-based technical duties to support the safe and efficient operation, maintenance, and inspection of electrical substations, distribution systems, and metering equipment.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Thursday

SHIFT

6 a.m. to 4:30 p.m.

LOCATION

Houma Service Complex

REPORTS TO

Staff Engineer

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Outdoor fieldwork around high-voltage electrical equipment in various weather conditions, often performed under time-sensitive or emergency situations.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana Driver's License

In this role, the incumbent will be expected to complete routine and emergency fieldwork under supervision, including preventive maintenance, troubleshooting, system checks, meter installations, and responding to outages or customer concerns.

The Utility Technician ensures compliance with industry safety standards and departmental procedures.

JOB DUTIES

- Conduct routine inspections and preventive maintenance on substations and auxiliary electrical equipment to ensure optimal operating efficiency and to minimize outages or damage.
- Assist in scheduling and coordinating maintenance and repair activities with line crews and contractors for substations and distribution systems.
- Install, replace, and program metering equipment, including CT meters, net meters, and related devices; ensure accurate installation and configuration.
- Complete and submit daily work logs and ensure proper documentation of tasks performed, materials used, and time expended.
- Perform substation and distribution system inspections on a weekly basis and submit detailed reports summarizing findings and any corrective actions taken.
- Monitor work order assignments and ensure timely and accurate completion, including proper entry of labor, materials, and equipment used.
- Track and manage inventory levels of critical components such as CTs and meters; coordinate with warehouse staff to replenish stock as needed.
- Conduct meter audits and multiplier verifications in collaboration with customer service to ensure billing accuracy and compliance.
- Respond promptly to electrical system emergencies, outages, or equipment failures; support restoration efforts and assist in coordinating response activities.
- Provide technical support for electric generation and distribution systems, including scheduling maintenance at 13.8 kV and 34.5 kV substations.
- Engage with customers to address service availability issues, complaints, and other inquiries in a professional and courteous manner.
- Support customer service staff with meter readings, pulling meters, and resolving technical issues as needed.
- Coordinate with external utilities and agencies to facilitate joint operational or maintenance activities.
- Attend regular safety meetings, staff briefings, and technical training sessions; maintain awareness of industry best practices and standards.
- Ensure compliance with TPCG, NESC, APPA, and internal safety protocols when working around high-voltage equipment.

JOB DUTIES CONTINUED

- Utilize mobile devices and computerized work order management systems to track and manage assigned tasks efficiently.
- Participate in ongoing professional development, including manufacturer-specific training (e.g., SEL) and coursework related to relays and line operations.
- Perform any additional task as required by the Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates initiative and accountability by coordinating with crews, guiding field activities, and supporting emergency response efforts with professionalism and composure.
- **Time Management:** Effectively prioritizes daily, weekly, and long-term responsibilities to ensure timely completion of inspections, work orders, and maintenance tasks.
- **Analytical Skills:** Applies problem-solving techniques and electrical knowledge to diagnose equipment issues, interpret system data, and ensure operational reliability.
- **Communication Skills:** Ability to clearly and professionally convey technical information to team members, contractors, and customers, ensuring efficient collaboration and issue resolution.
- **Organizational Skills:** Maintains accurate records, manages inventory, and ensures proper documentation of all tasks, inspections, and reports in a structured and timely manner.
- **Technical Skills:** Possesses working knowledge of electrical systems, metering devices, and control systems, and utilizes tools, schematics, and digital platforms to perform field operations safely and effectively. Proficiency in MS Office Suite and basic computer skills.
- **Qualifications:**
 - High school diploma or GED certification required.
 - Technical coursework in electrical systems, engineering technology, or a related field is essential, with additional certifications or vocational training highly beneficial.

