Eversource Energy is the largest Energy delivery company in New England. We support 3.7 million Gas and Electric customers across CT, MA and NH. Be a part of our mission to deliver reliable energy and superior customer service. ENERGY- BRINGS US TOGETHER!!

Technical Operations Engineer- Southborough, MA.

Role and Scope of Position:
Oversees gas control data process to ensure optimal performance and operation. Performs or assists in technical troubleshooting and design of critical Gas SCADA Systems. Possesses a technical expertise in network system design, communication protocols and methods. May, as assigned, serve as team or project leader for unique / special system assignments related to the Control Room Management Plan.

Essential Functions:
- Designs systems or installations to fit the Company’s objectives, with some latitude for independent action and decision making, conforming to industry standards, guidelines and regulations of federal, state and local authorities. Designs technical systems to measure gas pressure to minimize risk and improve safety.
- Specifies and procures materials and equipment, coordinates in-house and contract labor to install and test new installations in a timely fashion with input from vendors, engineers and Company departments.
- Develops and maintains procedures to ensure compliance with federal, state and local regulations and codes.
- Interacts with PLC’s (Programmable Logic Controller) and SCADA Engineer to maintain SCADA system integrity.
- Provides technical and financial support to upper management for future needs and budget allocations.
- Supports values and commitment to Eversource’s mission, strategy and values. Provides direction or assistance in carrying out assignments. Coordinates resources required to complete processes or projects.
- Conducts inspections of systems and associated hardware.
- Formulates Eversource technical positions and recommends company policies and standards on various issues within expertise.
- Provides both technical guidance and training for less experienced personnel.
- Represents Eversource on various industry and professional society committees and working groups.

Technical Knowledge/Skill/Education/Licenses/Certifications:

Technical Knowledge/Skills:
- Requires theoretical and conceptual knowledge of discipline to develop and evaluate a process, procedure or regulatory requirements in the gas control business.
- Also requires an understanding of Company structure and business practices to implement procedures.
- Initiative and aggressiveness to search out problem areas, creativity to devise technically sound solutions and confidence to make technical decisions in solving complex problems based largely on own effort with little or no supervision.
- Possess highly developed communications skills, i.e., ability to write clearly and concisely, make presentations before senior management, ability to discuss ideas and be persuasive, and be able to work effectively with all levels within NU, governmental agencies and other outside organizations.
- Thorough knowledge of federal, state and local regulatory criteria, industry codes, and standards applicable to the specific area of expertise.
- Ability to provide work direction for others, assume authority and be assertive.
- Demonstrated ability to analyze and interpret information in order to propose decisions with respect to the specific area of the position in solving highly complex problems.
- Ability to grasp concepts, analyze technical information, determine facts and make well thought out recommendations/decisions.
- Excellent communication skills
- Ability to read industrial drawings.
- Understanding of PLC’s (Programmable Logic Controls) and relationships to SCADA systems

Education/Experience:
- Bachelor of Science Degree in Engineering
Experience:
- Minimum of three (3) to five (5) years related experience
- Requires technical knowledge in the area of networks & communications of data system

Licenses & Certifications:

4. Working Conditions:
- Must be available to work emergency storm assignment as required.
- Must be available to travel between MA/CT/NH as necessary.
- Will have storm restoration, on-call and emergency assignments.
- May be required to work shifts to support business needs
- Work is performed in both an office and field environment which requires standing, sitting, walking, climbing stairs or terrain. Job can require lifting/carrying of test equipment, adjusting, connecting, pulling, operating, etc.
- This position is categorized as safety-sensitive for the purpose of drug testing. Successful applicants shall be subject to a pre-assignment drug test if the individual is currently in a non-safety sensitive position. As an employee in this position the individual shall be subject to random drug testing. A positive drug test will result in disciplinary action.

5. Mental Aspects:
- Work includes calculating, comparing, editing, evaluating, interpreting, organizing, consulting, analyzing, planning, designing, documenting, specifying, coordinating, implementing, presenting, etc.
- This role works in an environment that often requires the performance of multiple simultaneous activities, where deadlines need to be met and work is performed under pressure while involving significant business commitments and results.

6. Leadership Behaviors/Competencies:
Set and Communicate Direction and Priorities
- Know the business plan and how your role connects to it
- Identify problems, issues; take responsibility for resolution
- Set high standards for self; deliver quality performance
- Raise ideas for improvement
- Communicate, communicate, communicate

Build Trusting Relationships
- Follow through on commitments made to manager, colleagues, and customers.
- Address difficult or controversial issues and encourage others to do the same.
- Have honest dialogue with others

Manage and Develop People
- Set performance goals that align with department and company goals
- Meet regularly with your supervisor/manager to discuss your performance
- Seek opportunities to develop skills and gain knowledge through on the job opportunities, i.e. working on projects, attending meetings, etc.

Foster Teamwork and Cross-functional Collaboration
- Work collaboratively within and across the organization to achieve “One Company” and other goals
- Recognize and address cross functional implications of your work

Create a Diverse, Inclusive Workforce
- Incorporate the diverse ideas and perspectives of team, colleagues, and customers in your work

Lead Change
- Proactively seek out opportunities to improve business performance and customer service.
- Respond positively to new demands or circumstances
- Exhibit a “can-do” attitude to support changes in priorities and work processes

Focus on the Customer
- Deliver superior service to our customers, both internal and external, in a reliable, attentive, courteous, quality, proactive and timely manner

Please submit a resume with your application.

EEO Statement
Eversource Energy is an Equal Opportunity and Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to age, race, color, sex, sexual orientation, gender identity, national origin, religion, disability status, or protected veteran status.
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