LENOIR CITY UTILITIES BOARD
ELECTRIC DEPARTMENT

OPERATIONS TECHNOLOGY ASSOCIATE

Date: October 28, 2026

Position Summary: Lenoir City Utilities Board (LCUB) is seeking an Operations Technology Associate to perform a broad range of responsible and complex computer systems administration and network administration duties in the maintenance of the supervisory control and data acquisition (SCADA) system, the advanced metering infrastructure (AMI), outage management system (OMS), Advanced Distribution Management System (ADMS), and other critical operation applications. The Operations Technology Associate also provides technical support for desktop and server computers, communications network hardware, power system monitoring and control software, and substation/distribution automation equipment. **Interested applicants should submit a cover letter and resume to Adam Duncan (aduncan@lcub.com).**

Employee Expectations:

- Work alongside the Operations Technology Specialist to complete or assist with completion of the following roles and responsibilities
    - Maintain the OT network (firewall management, routers, switches, fiber optic networks, VPNs, LTE modems)
    - Maintain integrations between systems and databases used, including integrations involving system databases (SCADA, OMS, GIS, AMI, Utility Billing Systems)
    - Administer engineering and operations technology applications such as SCADA and OMS systems, AMI, and GIS interfaces (servers, workstations, and software)
    - Commissioning, maintenance, upgrades, asset management, backups, and troubleshooting issues with operational technology network and systems
    - Maintain substation and distribution automation components, including data RTUs, controllers, and relays
    - Manage special projects and deployments of software and equipment
- Be available on an on-call basis to ensure all systems are efficiently operating
- Interface and cooperate with LCUB Information Technology (IT) personnel to effectively utilize computer and network resources in the support of operations and engineering activities
- Develop, customize, test, and implement new displays and applications as needs arise
- Understand and troubleshoot firewalls, routers, ethernet and fiber optic networks
- Understand and troubleshoot Windows server applications and operating system, and substation automation equipment
- Detect, isolate, and resolve automation, computer, and network communication system problems
- Monitor state of the industry, evaluate new technologies, prepare cost estimates, and make recommendations for product and system upgrades as needed to meet LCUB requirements
- Independently learn new technologies using vendor documentation, Internet research, and other industry resources
- Communicate problems and recommend solutions to management

- Work with various stakeholders including the electrical department, IT department, meter shop, dispatch operations, and customer service
- Organize and secure accurate records including configuration data, point lists, equipment lists, and work in progress
- Perform some SCADA system programming in the form of script languages for advanced applications and maintenance
- Use appropriate field and network test equipment for problem resolution
- Produce documentation regarding OT network and related applications
- Develop, deliver, and support user training as needed for system functionality or upgrade changes
- Respond to emergency conditions during extreme weather and major outage events as required to support LCUB restoration efforts
- Forecast, schedule, and distribute tasks without direct supervision
- Adhere to professional ethics and standards
- Maintain confidentiality of appropriate information
- Maintain a positive workplace culture that promotes collaboration and diversity
- Deliver and receive constructive critiques in a clear, concise manner without creating or harboring ill feelings

Required Qualifications:

- Bachelor's or Associate's degree from an accredited college with a major in Computer Information Systems, Computer Science, Engineering Technology, or similar field

Desired Qualifications:

- Familiarity with utility SCADA, AMI, OMS, GIS, and/or DMS software
- Experience with integration of meters, RTUs, HMIs, and IEDs in electrical utilities
- DNP3 and other utility protocols and configuration tools
- Network / communication design
- Demonstrated competence in computer systems, IT, and TCP/IP networking
- GIS mapping and portal experience
- 1-3 years of experience in a distribution utility role with experience in SCADA and other key operation systems

Physical Expectations:

- Sit or stand at computer for majority of working hours
- Perform some work outside of office with exposure to loud, dirty, outdoor environments
- Bend, stand, walk, and occasionally exert up to 25 pounds of force
- Communicate effectively with staff, supervisors, and general public in written and verbal form
- Tolerate occasional exposure to extreme weather during emergency events

Employee Benefits:

- Employee pension and retirement plans
- 13 paid holidays annually
- Paid time off for vacation and sick leave
- Medical, dental, and vision insurance
- Access to financial and retirement planning services
- Tuition reimbursement

Employer Summary: Lenoir City Utilities Board is a municipal electric, fiber, gas, water, and wastewater utility located in the Tennessee Valley just 30 minutes from the foothills of the Great Smoky Mountains. Since its incorporation in 1938, LCUB

has remained committed to providing reliable and affordable utility services. We currently serve approximately 79,000 electric customers and employ about 190 professionals that are focused on providing the personal, reliable service that our customers have grown accustomed to.

Lenoir City Utilities Board is an equal opportunity employer and complies with all applicable laws and regulations in our employment practices. All qualified applicants receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identify, age, physical or mental disability, or covered veteran status.

LCUB is a participant in the Tennessee Drug-Free Workplace Program. All LCUB facilities and vehicles are tobacco-free.