

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: TROUBLESHOOTER (860)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Silicon Valley Power	Division Manager	Non-Exempt

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a G.E.D.; and
- Three (3) years of journey level experience as a Lineworker, including electrical service work.

LICENSES/CERTIFICATIONS

- Possession of a valid Class C license at the time of appointment.
- Required to become rubber glove certified as a condition of holding the classification of Troubleshooter within nine (9) months of appointment.
- Possession of an appropriate valid California Class A driver's license is desirable.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed. In addition to performing the duties of a Journey Lineworker, incumbents of this class shall be required to:

- Work alone as may be necessary in connection with providing and maintaining service to the public;
- Answer, investigate and correct trouble calls involving electric distribution, and street lighting;
- Where necessary, advise dispatcher of nature of trouble and material and personnel required to correct situation;
- Install and remove test equipment;
- Take readings on substations;
- Handle line, underground and substation switching and line patrolling;
- Make electric or water service turn-ons and turn-offs;
- Investigate trouble calls related to the supply of power to the water system;
- Collect deposits and bills;
- Set up necessary emergency safety devices for various City facilities and situations; and
- Perform related work as required.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Methods, tools, equipment and materials used in electrical installation and repair work, and in the construction and maintenance of electrical distribution and transmission lines;
- Safety practices and regulations applied to low and high voltage electrical wires, and pertinent First Aid principles and techniques including resuscitation methods; and

Troubleshooter (continued)

- General Order's #95 "Rules for Overhead Line Construction" and #128 "Rules for Underground Systems", issued by the California Public Utilities Commission.

Ability to:

- Demonstrate skill in performing electrical installation and repair work and in construction and maintaining overhead and underground electrical distribution and transmission lines;
- Input data using computer programs for documenting electric facility maintenance and inspection findings;
- Work from electrical plans and detailed drawings;
- Understand and follow complex oral and written instructions;
- Exercise prudent judgment in emergency situations;
- Establish and maintain cooperative working relationship with those contacted in the course of work, including the general public;
- Walk or stand for extended periods of time and bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines; and
- Work in a team-based environment and achieve common goals.

SUPERVISION RECEIVED

Works under supervision of a Division Head or other supervision as assigned. Incumbents of this class shall be required to work without continuous direct supervision.

SUPERVISION EXERCISED

Supervises other personnel as assigned.

SPECIAL CONDITIONS

- Incumbents of this classification may be required to work outside their regularly scheduled hours, and to be available for emergency and/or pre-arranged work whenever called upon.
- Incumbents of this classification may be subject to drug and/or alcohol testing as mandated by federal regulations.
- Must be able to perform all of the essential functions of the job assignment.

CLASSIFICATION HISTORY

Established Date: 09/29/2009; Rev. 01/2020