



Job Descriptions

In accordance with its Standards of Conduct Compliance Plan, Colorado Springs Utilities will post on these pages the job titles and job descriptions of its Transmission Function Employees.

Title & Job Functions:

Transmission System Operations Supervisor

Incumbents plan, coordinate, schedule, monitor, direct, and supervise staff and activities for the Electric Distribution or Transmission control system functions and related equipment and resources. Distribution System Operations (DSO) or Transmission System Operations (TSO) Supervisors oversee assigned technical positions that support the electric distribution and transmission control centers. Incumbents evaluate and resolve unusual or complex problems; analyze, recommend, develop, and implement methods, processes, procedures, and practices for the workgroup to ensure compliance with applicable laws, rules, regulations, and codes; ensure safe, efficient, and quality services and operations; plan and coordinate related special projects, programs, and emergency responses. Incumbents possess detailed knowledge of tasks performed by the workgroup and are able to perform the work when necessary. DSO/TSO Supervisors provide input on workforce planning and policy development, receive guidance and oversight from upper management, and make decisions and solve problems based on established policies, procedures, and business plans. Incumbents are responsible for planning immediate resource needs including staffing, inventory, tools, equipment, etc. and for creating weekly and daily work plans for lower-level leads and individual contributors. DSO/TSO Supervisors are responsible for possessing a detailed knowledge and understanding of the safety standards and risks for the work supervised and for ensuring safe work practices for all employees and contractors.

- Oversees and supervises control center operations and system work activities, projects, and programs for electric distribution and transmission, ensuring 24/7 operations that meets reliability standards.
- Directs staff and resources in safeguarding the reliability of the bulk power system and in operating the electric distribution and transmission systems; develops and fosters proper dispatch, resource, and system practices to ensure electric demand is met in an economical and safe manner.
- Maintains compliance with reliability standards set by regulatory authorities.
- Monitors legislation and technological developments; formulates recommendations to meet regulatory compliance requirements and enhance / improve operations.
- Manages response to system irregularities, failures, alarms and emergencies.
- Provides direct supervision of staff through making hiring decisions, training, scheduling and assigning work, providing clear and precise expectations, monitoring and evaluating



performance, coaching and mentoring, resolving personnel issues, and administering corrective action in consultation with upper management.

- Plans, organizes, and directs operations and maintenance activities to control, monitor, maintain, and optimize the safety, functionality, and efficiency of the electric distribution and transmission operation systems.
- Manages weekly and daily workload planning, scheduling, and coordination of work activities and resources; establishes work assignments, priorities, and deadlines to meet set objectives; secures and maintains adequate inventories of parts, materials, tools, and supplies needed for employees to complete assignments and projects.
- Monitors, investigates, and troubleshoots issues related to control systems and operations; supports and ensures resolution of referred, unusual and/or complex problems.
- Supervises and coordinates staff and resources to support inspections, testing, planned outages, and special projects; responds to system irregularities, failures, alarms and emergencies.
- Ensures work is executed in compliance with all applicable permits, laws, rules, regulations, ordinances, and codes and with organization policies, procedures, and standards.
- Coordinates and schedules work and operational requirements with other sections and outside agencies.
- Develops, supervises, and evaluates relevant workforce development strategies, programs, apprenticeships, and certification programs; conducts training and certification activities.
- Provides advanced technical guidance and work direction.
- Forecasts staffing and resource needs, system demands / loads / capacities / potential failures, preventative maintenance, and operational requirements for short- and mid-range planning.
- Develops, monitors, evaluates, and recommends work methods, processes, and procedures to enhance technical performance and to ensure optimal functionality of systems, operational efficiencies, and adherence to safety, quality, control, regulatory, and efficiency standards and requirements.
- Develops specifications and executes service contracts; monitors work to ensure contract terms are met.
- Contributes to the development and execution of short and mid-range goals, performance plans, and forecasting; monitors and directs activities to meet changing operational and service conditions and requirements.
- Provides technical research, advice, and recommendations for policies, standards, and operating procedures to meet current and future operational and regulatory requirements and to support system installations, expansions, modifications, and improvements.
- Participates in the development and administration of assigned budget, including forecasting resource needs for staffing, equipment, materials, and supplies.
- Participates in planning, developing, and implementing major project initiatives and normal addition initiatives; sets priorities and deadlines to meet established objectives; monitors, reviews, and evaluates work progress and completed projects.
- Supervises preparation and maintenance of files, records, logs, and related documentation; researches and prepares routine and special reports.
- Participates in meetings with various departments, agencies, contractors, groups and customers.



Transmission System Operations Lead

Incumbent is responsible for providing technical oversight and guidance to the Transmission System Operators for the safe, reliable, efficient and economical operation of electric transmission and generation systems in the control center. Maintains and oversees the reliability of the bulk power system, including power plant dispatch, external resources, and system practices to ensure electric demand is met. The Transmission System Operator Lead monitors and evaluates system conditions, maintains situational awareness and independently implements strategies to respond to system events. Maintains operating reserves per Balancing Authority established requirements and responds to reserve sharing pool contingency events. The Lead oversees and coordinates the clearance application and procedures as well as the accuracy and timeliness of clearance generation, data, and associated reports.

- Ensures compliance with all North American Electric Reliability Corporation (NERC) and Western Electricity Coordinating Council (WECC) reliability standards.
- Exercises authority without having to obtain prior approval from other authorities or from internal supervisory / management personnel to take or direct next-day or real-time actions to ensure the stable and reliable operation of the Bulk Electric System (BES), including the shedding of firm load to prevent or mitigate System Operating Limit (SOL) or Interconnection Reliability Operating Limit (IROL) violations. Fulfills all duties of the Transmission System Operator Senior.
- Provides on-the-job training and coaching; prepares and presents initial and continuing training for operations and operations support personnel using the Systematic Approach to Training.
- Coordinates, tracks, and documents all external training for the Transmission System Operators and operations support personnel to meet NERC training requirements.
- Develops, tracks, and documents compliance with NERC COM-002 requirements for impacted organization personnel.
- Works with Superintendent to schedule and prioritize projects and workload; creates and maintains annual shift schedule for Transmission System Operators.
- Serves as a technical resource to assist with resolving complex issues and higher-level crises or problems.
- Provides input and recommendations for future operational directions and support needs; ensures that enterprise goals, strategy and operational needs are supported by design and implementation of Bulk Electric System projects.
- Collaborates with internal and external customers to achieve overall organization, operations and reliability goals.
- Evaluates SCADA / EMS for accuracy of data and functionality.
- Recommends improvements, reviews and approves modifications to SCADA / EMS.
- Reviews and recommends modifications to policies, plans, processes, and procedures.
- Represents Electric System Operations and organization at internal and external meetings and on committees / sub-committees as assigned.
- Ensures internal and external operations related databases are accurate.
- Works with SCADA Support to develop and continuously improve Situational Awareness tools (i.e., RTCA, State Estimator, screen changes, alarming, etc.).
- Coordinates appropriate data exchanges with external entities.



- Operates in compliance with all applicable federal, state and local regulations.
- Assists with internal customer requests / projects as required.
- Covers shortages on the Transmission Operator schedule rotation, as needed.

Transmission System Operations Senior

Incumbent is responsible for the safe, reliable, efficient and economical operation of electric transmission and generation systems. Has the responsibility and authority to take or direct next-day or real-time actions to ensure the stable and reliable operation of the Bulk Electric System. These actions shall include shedding of firm load to prevent or mitigate System Operating Limit (SOL) or Interconnection Reliability Operating Limit (IROL) violations.

- Maintains and oversees the reliability of the bulk system, including dispatching plant dispatch, external resources, and system practices to ensure electric demand is met.
- Operates in compliance with all applicable Federal, State and local regulations.
- Notifies Federal, State, and local agencies and CSU management of events impacting the reliability of the Bulk Electric System.
- Performs short-term load forecasts to predict and plan for load, supply resources and reserve obligations and ensures those obligations are met in real-time.
- Responds to changing load and supply resource situations, some of which may be volatile and requiring resolution within short timelines.
- Monitors system operations to balance resources to operations, generation and transmission shares between utility companies/market entities, and verify metered flow quantities from Colorado Springs Utilities to other utilities.
- Plans and directs switching and tagging in the operation and restoration of the electric distribution and transmission system, and coordinates as necessary with neighboring systems.
- Approves/denies requests for transmission services, sales/purchases of transmission capacity and/or energy, generation schedules, and requests to work on transmission facilities based on current or forecasted system conditions.
- Issues Permissions, Clearances and Hot Line Holds and coordinates with neighboring system operations personnel for Source of Power Clearances. Coordinates approved work.
- Communicates operation information with generating plant personnel; dispatches generation real and reactive output manually or via automatic generation control; supports optimum economics while considering regulatory compliance and reliability of the Bulk Electric System.
- Maintains Monitors and evaluates system conditions, maintains situational awareness and independently implements strategies to respond to system events. Maintains operating reserves per Rocky Mountain Resource Group (RMRG) established requirements and responds to reserve sharing pool contingency events.
- It is the responsibility of all employees to comply with the safety and health program in support of an incident and injury free workplace.

Transmission System Operator Trainee

Learns and assists in full duties and responsibilities of the journey classification:



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- Operates in compliance with all applicable Federal, State and local regulations.
- Notifies Federal, State, and local agencies and CSU management of events impacting the reliability of the Bulk Electric System.
- Performs short-term load forecasts to predict and plan for load, supply resources and reserve obligations and ensures those obligations are met in real-time.
- Responds to changing load and supply resource situations, some of which may be volatile and requiring resolution within short timelines.
- Monitors system operations to balance resources to operations, generation and transmission shares between utility companies/market entities, and verify metered flow quantities from Colorado Springs Utilities to other utilities.
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- Approves/denies requests for transmission services, sales/purchases of transmission capacity and/or energy, generation schedules, and requests to work on transmission facilities based on current or forecasted system conditions.
- Issues Permissions, Clearances and Hot Line Holds and coordinates with neighboring system operations personnel for Source of Power Clearances. Coordinates approved work.
- Communicates operation information with generating plant personnel; dispatches generation real and reactive output manually or via automatic generation control; supports optimum economics while considering regulatory compliance and reliability of the Bulk Electric System.
- Maintains, monitors and evaluates system conditions, maintains situational awareness and independently implements strategies to respond to system events. Maintains operating reserves per Rocky Mountain Resource Group (RMRG) established requirements and responds to reserve sharing pool contingency events.

Electric Transmission Engineer

- Leads the design, technical oversight, and execution of large-scale, complex engineering projects.
- Develops strategic project plans including feasibility studies, models, compliance strategies, and forecasts for short-/ long-term planning, design, and system operations.
- Conducts, translates, and oversees computer modeling work.
- Conducts root-cause analyses and manages system investigations, testing, and performance evaluations.
- Manages contract activities, including Request for Proposal (RFP) process, negotiations, selection of vendors and contractors, legal reviews, and issues resolution.
- Administers contracts and provides technical guidance and oversight to consultants, contractors, and vendors.
- Reviews and reengineers workflows for operational efficiency.



- Ensures compliance with applicable codes, ordinances, standards, and regulatory requirements (e.g., NERC, FERC, EPA, etc.).
- Establishes quality standards and promotes best practices; develops and implements engineering policies, procedures, processes, and guidelines.
- Ensures projects and programs are administered and completed in conformance with applicable laws, ordinances, codes and regulations.
- Engages with stakeholders, facilitates public meetings, and communicates project updates.
- Prepares and reviews technical reports and documentation for internal and external audiences.
- Provides technical review of engineering reports from outside consultants.
- Conducts applied research to enhance complex engineering practices and processes.
- Collaborates across departments and with external contractors to lead integrated project delivery.
- May provide leadership, guidance and training to field and support engineering staff; may mentor and serve as a technical resource to less experienced engineers.

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0	3/2/2026	Document Origination	New