

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title: Program Specialist III – V	Working Title: Critical Infrastructure Exercise Planner
Class Code: 1572 – 1574 Salary Group: B19 – B21	Position #: 00074105
FLSA Status: Exempt, Professional	EEO Category: Professional
Division: Executive Director	Supervisor: Director, CISRM

GENERAL DESCRIPTION

Perform complex to advanced planning, development, and coordination of training and exercise initiative that support the Critical Infrastructure security and Risk Management (CISRM) department's emergency preparedness and risk management goals. Work involves developing and implementing a Homeland Security Exercise and Evaluation Program (HSEEP) for CISRM, as well designing and executing grid security exercise initiatives for critical infrastructure in partnership with the Electric Reliability Council of Texas (ERCOT), electric utilities, and other public and private sector organizations. Work also involves providing technical assistance to agency staff, governmental entities, and the public; supporting internal and external training efforts; contributing to after-action reports and corrective action planning; and assisting with preparedness, response, and recovery activities. Work is conducted under general to limited supervision with moderate to considerable latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS

- Assist with planning, developing, implementing, and evaluating training and exercise initiatives in partnership with ERCOT and electric utilities to support strategic and legislative compliance needs for the PUCT.
- Assist in developing internal training and exercise strategic plans and programs, including the agency's Integrated Preparedness Plan and supporting documentation.
- Support agency adherence to Homeland Security Exercise and Evaluation Program (HSEEP) standards through the implementation of training and exercise projects, after-action reports, and related documents or projects.
- Develop reports and assist with the implementation of recommended changes based on exercise findings and evaluations.
- Provide technical assistance to program staff, governmental agencies, community partners, or the public on preparedness and exercise-related planning.
- Evaluate the outcomes of exercise program initiatives, identifying effectiveness and preparing recommendations for improvement.
- Stay abreast on trends, best practices, and standards related to emergency exercise programs and products and advise leadership on programmatic improvements.
- Deliver presentations and training to agency staff, external stakeholders, and professional organizations, as needed.
- Participate in the emergency preparedness exercises by local, state, and federal, and industry.
- Support the Commission's Emergency Management Team during emergency activations, including night shifts and assisting with coordination at the State Operations Center (SOC).
- Participate in activities conducted by ERCOT, other federal and state agencies, and private sector stakeholders, as appropriate.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the PUC's mission and core values.
- Adhere to all PUC personnel policies and division procedures and perform other work as assigned.

EFFECTIVE DATE:

MINIMUM QUALIFICATIONS

- Program Specialist III: Bachelor's degree from an accredited four-year college or university with major coursework in management, planning, public administration, or emergency management. Experience in a position involving utilities, emergency management, homeland security, public safety may be substituted for education on a year for year basis.
- Program Specialist IV: Bachelor's degree from an accredited four-year college or university with major coursework in management, planning, public administration, or emergency management **and** a minimum of one (1) year full-time experience in a position involving utilities, emergency management, homeland security, public safety. Additional experience may be substituted for education on a year for year basis.
- Program Specialist V V: Bachelor's degree from an accredited four-year college or university with major coursework in management, planning, public administration, or emergency management **and** a minimum of two (2) years full-time experience in a position involving utilities, emergency management, homeland security, public safety. Additional experience may be substituted for education on a year for year basis.

PREFERRED QUALIFICATIONS

- Prior experience with a state or local government agency.
- Prior experience working with a utility company or other critical infrastructure industry.
- Prior experience designing, conducting/facilitating, and supporting HSEEP-compliant exercises.

KNOWLEDGE, SKILLS AND ABILITIES

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Knowledge of local, state, and federal laws related to public safety and emergency management, including principles of program planning, implementation, and monitoring.
- Knowledge of Homeland Security Exercise and Evaluation Program (HSEEP) and exercise design and implementation practices.
- Skill in the use of personal computers including Microsoft Word and other relevant software programs.
- Skill in prioritizing tasks and managing staff efforts to meet deadlines, often under short time constraints.
- Ability to work independently and remotely with a minimal supervision.
- Ability to provide high-quality customer service and maintain effective working relationships.
- Ability to maintain regular attendance and adhere to the approved work schedule.

WORK SCHEDULE

The PUCT operates on a standard work schedule of Monday through Friday, 8:00 a.m. to 5:00 p.m. Employees may request an alternative work schedule in accordance with the PUCT's Alternative Work Schedule Policy. Approval of such requests, including any form of telecommuting, is at management's discretion and based on the business needs of the agency and the requirements of the position.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS

This position primarily involves sedentary office work and requires extensive use of computers, copiers, printers, and telephones. It also requires regular communication and collaboration with staff and the public. The position requires cognitive abilities to learn, recall, and apply practices and policies and the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or, if approved by management under the PUCT's Alternative Work Schedule Policy, from a secure remote work location. Approval of remote work is at management's discretion based on business needs and position requirements.

The physical and cognitive demands described are representative of those that must be met by an employee to successfully perform the essential function of this position. Reasonable accommodations will be made in accordance with applicable laws.

This position requires:

- Regular and punctual attendance.
- Frequent use of personal computers, copiers, printers, and telephones.
- Prolonged periods of sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting objects up to ten (10) pounds.