Transmission Function Employees - Job Titles and Descriptions 18 C.F.R § 358.7(f)(1)

Date of Last Change to the Provided Information – November 15, 2026

Director, Transmission Operations

The employee in this position is responsible for effectively managing the operation of FirstEnergy Utilities' transmission system on a day-a-head and real-time basis to maintain or improve reliability, safety and profitability including strategic planning; participating in, encouraging, and supporting others by participating in necessary industry activities; providing expert and timely assistance to requests from other areas of the Energy Delivery group, the regions, customers and legal. Supports compliance with all applicable ATSI, NERC, RRC and RTO standards. Understands and manages workgroups to be current on technical developments and innovations.

Director, Transmission Planning & Protection

The employee in this position is responsible for transmission planning and protection including, support of EPRI's programs in grid operations and planning, wide-area power systems, and use of transmission corridors.

General Manager, Transmission Operations

The General Manager of Transmission Operations provides leadership and general management of FirstEnergy's three Transmission Operation operating areas (FE East and FE West in the Akron Control Center, FE South in the Fairmont Control Center) and is responsible to ensure the safe, efficient and reliable real-time operations across all of the FE transmission system.

General Manager, Transmission Operations Support

The General Manager of Transmission Operations Support provides leadership and general management to the Transmission Operations support areas of Power Network Analysis (PNA), Tools and Technology, Compliance & Procedures, and Training.

General Manager, Planning

The employee in this position is responsible for transmission planning functions across the company's transmission and sub transmission systems, including applicable regulatory requirements.

General Manager, Protection

The employee in this position is responsible for studying, protecting, and analyzing the performance of the company's transmission protection systems.

Manager, Transmission & Distribution Operations Support

The employee in this position provides leadership, management, and ownership of compliance and procedure processes, training, and implementation of human performance improvement within FirstEnergy's transmission and distribution control centers.

Manager, Transmission & Distribution Operations Systems

The employee in this position provides leadership, management, and ownership of the operational systems, tools, and technologies that enable safe, reliable, and efficient operation at FirstEnergy's transmission and distribution control centers.

Acting Manager, Transmission Operations

The employee in this position manages and coordinates transmission system dispatching activities for pool interconnections, transmission system outage scheduling, granting major circuit and generating capacity outages, the effective receipt and delivery of power from other systems or within the company's own system and is responsible for overseeing Dispatching Supervisors.

Manager, Outage Coordination | Manager, Transmission Outage Coordination

The Manager of Transmission Outage Coordination provides leadership and management of FirstEnergy's three Transmission Outage Coordination areas (FE East and FE West in Akron Control Center, FE South in Fairmont Control Center) and is responsible to ensure coordination of outages with PJM, FirstEnergy regional staffs and project management groups so outages are scheduled and executed efficiently.

Manager, Transmission Planning │ Manager, Planning

The employees in these positions oversee supervisors, engineers, and specialists who are responsible to support planning functions across a portion of the company's transmission and sub transmission systems.

Manager, Transmission Protection │ Manager, Protection

The employee in this position oversees supervisors, engineers, and specialists who are responsible to support protection functions across a portion of the company's transmission and sub transmission systems.

Manager, Compliance, Data & Models

The employee in this position oversees supervisors and the engineers and specialists who are responsible to support compliance, model development and data and reporting to support planning and protection functions across the company transmission and sub transmission systems.

Manager, Transmission Metering

The employee in this position is responsible for managing supervisor and engineers who are responsible for transmission metering and transmission and sub-transmission energy settlement activities.

Special Assignment | Special Assignment, Protection

The employee in this position is responsible to train and mentor the new Manager, Protection, update various guidance documents and develop templates to drive standard processes across the protection group and complete development work with EPRI on a protection setting assessment tool.

Special Assignment | Special Assignment, Transmission Operations
The employee in this position reports to the GM, Transmission Operations, and assists with special projects related to FirstEnergy's three Transmission Operation operating areas (FE East and FE West in the Akron Control Center, FE South in the Fairmont Control Center) and is responsible to contribute to the safe, efficient and reliable real-time operations across all of the FE transmission system.

Supervisor, Compliance & Data
The employee in this position is responsible for the leadership of all North America Electric Reliability Corporation (NERC) and ReliabilityFirst (RFC) compliance activities for the FirstEnergy Utilities' Transmission System. Serves as the liaison to the FirstEnergy Utilities' FERC Compliance organization to support communication and fulfillment of all compliance issues. Reports to the Manager, Compliance, Data & Models. This employee also supervises a group of engineers and specialists who are responsible to support development of specific modeling data and reporting for use across the company transmission and sub transmission systems.

Supervisor, Compliance & Procedures
The employee in this position is responsible for the leadership of all North America Electric Reliability Corporation (NERC) and ReliabilityFirst (RFC) compliance activities for the FirstEnergy Utilities' Transmission System Operational Support team within the PJM footprint. Serve as the liaison to the FirstEnergy Utilities' FERC Compliance organization to support communication and fulfillment of all compliance issues.

Supervisor, Models & Special Studies
The employee in this position supervises a group of engineers and specialists who are responsible to support development of modeling information for use across the company transmission and sub transmission systems.

Supervisor, Transmission Planning | Supervisor, Planning
This employee supervises the studies and planning to ensure the reliable operation of transmission and subtransmission lines and substations including overseeing the studies related to generation and load interconnections that may impact facilities in their assigned areas. This supervisor coordinates transmission planning activities with the operating companies, other utilities, generators, the RTO, and RRO. The position also initiates, recommends, and assists in managing the capital portfolio of reliability and interconnection related projects within the area of responsibility.

Supervisor, Transmission Planning & Protection | Supervisor, Protection
This employee supervises the specification of protection and measurement equipment applied to capital projects to provide reliable protection of transmission and subtransmission lines and substations. This includes calculation and documentation of relay settings for the various protective relays to ensure proper relay coordination throughout the system. Review and approve protection requirements for generation and load interconnections their assigned areas. This supervisor coordinates transmission protection activities with the operating companies, other utilities, generators, the RTO, and RRO. The position also ensures that all automatic trippings on the transmission and subtransmission system are analyzed and documented in the EDOA system and for misoperations corrective action plans are developed. The position ensures BES system misoperations and corrective action plans are reported quarterly to RF. Also ensure NERC PRC standards are met and basis of compliance is documented. Also ensure SMEs support audit activities with RF and PJM.

Supervisor, PNA (Power Network Analysis)
This position is responsible for the leadership, operational and technical aspects of the Transmission System Control Center's Power Network Analysis (PNA) application and team. Modules of the PNA application include Real Time and Study Network State Estimation and Contingency Analysis and Dispatcher Training Simulators.

Supervisor, RTO Energy Transactions
The employee in this position supervises a group of engineers and analysts who are responsible to support transmission and sub-transmission energy settlement activities. Responsibility for operational and technical aspects of the energy settlement application and team. Reports to the Manager, Transmission Metering.

Acting Supervisor, Compliance & Procedures
The employee in this position is responsible for the leadership of all North America Electric Reliability Corporation (NERC) and ReliabilityFirst (RFC) compliance activities for the FirstEnergy Utilities' Transmission System Operational Support team within the PJM footprint. Serve as the liaison to the FirstEnergy Utilities' FERC Compliance organization to support communication and fulfillment of all compliance issues.

Acting Supervisor, RTO Energy Transactions
The employee in this position supervises a group of engineers and analysts who are responsible to support transmission and sub-transmission energy settlement activities. Responsibility for operational and technical aspects of the energy settlement application and team. Reports to the Manager, Transmission Metering.

Supervisor, Tools & Technology
The employee in this position supervises a group of engineers and specialists who are responsible to support the development and maintenance of tools, technology and procedures across the company transmission systems. Reports to the Manager, Transmission Operations Support.

Supervisor, Training
The employee in this position is responsible for transmission training initiatives to maintain compliance with North America Electric Reliability Corporation (NERC) and PJM requirements for the FirstEnergy Utilities' Transmission System Operators. Reports to the Manager, Transmission Operations Support.

Supervisor, Transmission Operations Services
This position is responsible for the leadership of a specific Outage Coordination team within FirstEnergy Utilities' transmission group. Responsible for ensuring 100% compliance of all NERC North America Electric Reliability Corporation (NERC) and ReliabilityFirst (RFC) requirements. Coordination with Regional Reliability Organizations and Regional Transmission Operators, in particular PJM Interconnection, is required. The Supervisor may attend or oversee the attendance of various industry and vendor users' group meetings and work closely with other company departments. Reports to the Manager, Outage Coordination.

Supervisor, Transmission Shift
Employees in this position are responsible for the transmission system real-time operations, including continuous monitoring of the transmission facilities and equipment and executing switching orders. The Supervisor is responsible for a specific shift at either the Fairmont Control Center, Reading Control Center, or the Wadsworth Control Center and for decision making to shed firm and non-firm load to maintain system reliability. Has high-level expertise in

transmission operations, bulk power scheduling, transmission reservation processing and transmission protocols and systems.

Consultant / Sr. Consultant / Sr. Consulting Engineer

Consultants are highly accomplished specialists who are recognized for the depth of their knowledge, strategic vision and the ability to integrate a broad range of ideas. The employee in this role typically is a sole contributor in a unique role within a business unit. Consultants generally focus their technical knowledge and expertise on actions that affect the strategic direction as the lead of a major process, project or body of work. They are equivalent to comparably valued supervisory positions in overall responsibility, authority and accountability.

Engineer I

This position is for employees who are progressing toward achieving full competency in their discipline.

- Provide staff assistance to management and higher professional levels, as needed
- Conduct technical research; compile and analyze moderately complex data and solve practical problems
- Prepare technical reports and summaries and make presentations when necessary
- Meet customer needs by providing sound service and responsiveness
- Exercise sound decision making by developing alternatives and recommendations to technical work processes
- Actively seek formal and informal learning opportunities to better understand procedures
- Build relationships and credibility across organization
- Bachelor's degree in Engineering with 0 - 2 years of professional work experience

Engineer II

This position is for employees who are progressing toward achieving full competency in their discipline.

- Provide staff assistance to management and higher professional levels, as needed
- Conduct technical research; compile and analyze moderately complex data and solve practical problems
- Prepare technical reports and summaries and make presentations when necessary
- Meet customer needs by providing sound service and responsiveness
- Exercise sound decision making by developing alternatives and recommendations to technical work processes
- Actively seek formal and informal learning opportunities to better understand procedures
- Build relationships and credibility across organization
- Demonstrate sufficient maturity to exercise independent judgment on moderately complex projects and assignments
- Bachelor's degree in Engineering with 2 - 4 years of professional work experience

Engineer III

This position is for employees who are progressing toward achieving full competency in their respective discipline.

- Provide high levels of service, continuous support and proactive involvement in technical subject matter to leadership and fellow peers

- Conduct a variety of technical research and analysis; interpret results and assist in implementation activities (when necessary)
- Contribute to solutions by taking initiative to developing alternatives and recommendations
- Offer ideas and suggestions to improve moderately complex technical processes and/or projects
- Provide sound customer service by exceeding customer needs
- Actively seek ways to build challenge and add value within scope of assignments
- Consistently anticipate and deliver results on a variety of job-specific matters
- Provide advice, education and encouragement to others
- Bachelor's degree in Engineering with 5-7 years of professional work experience

Engineer IV

This position is for employees who have achieved full competency and proficiency in their respective disciplines.

- Recommend and implement technical solutions to complex issues and assignments
- Develop process improvements and efficiencies to improve work products
- Independently anticipate and meet internal/external technical needs
- Provide a high level of customer service, continuous support and proactive involvement to leadership and peers on technical subject matter
- Conduct technical research and analyze highly complex data; interpret results and contribute to high-level solutions
- Actively seek ways to build challenge and add value in assignments
- Consistently anticipate and deliver results
- Provide advice, education and encouragement to others
- Bachelor's degree in Engineering with 7 - 9 years of professional work experience

Engineer V

This position is for employees who have multifunctional breadth and depth and a high level of job knowledge and technical expertise.

- Educate and direct others on technical subject matters, improve technical programs and process effectiveness and make significant contributions toward achieving goals and objectives
- Participate in diverse projects/processes/programs
- Active in the development of designated programs and policies
- Integrate strategic concepts into business unit activities and provide strategic direction
- Develop high-level solutions for complex, technical assignments
- Serve as a "thought leader" and technical resource for fellow employees
- Promote a sense of urgency in the team for reaching goals and meeting deadlines
- Actively seek ways to build challenge and add value in assignments
- Produce results that have a direct, positive impact on the company
- Consistently anticipate and deliver results
- Bachelor's degree in Engineering with 10+ years of work experience

Engineering Technician I

Engineering Technicians perform tasks that support the protection of the transmission system. This is the entry level of the Engineering Technician job family. Employees at this level have basic skills and are working to increase job skills and knowledge.

- Develop design and equipment specifications utilizing standard templates, FE practices, PJM practices and compliance directives
- Develop protective relay settings for downloading to relays
- Maintain relay settings databases to comply with regulatory requirements
- Provide protection data for regulatory requests and audits
- Review proposed switching orders and recommend changes as needed
- Provides assistance during emergencies and storm related activities
- Job duties are performed under direct supervision

Engineering Technician II

Engineering Technicians perform tasks that support the protection of the transmission system. This is the intermediate level of the Engineering Technician job family. Employees at this level have demonstrated competence in performing job duties.

- Develop design and equipment specifications utilizing standard templates, FE practices, PJM practices and compliance directives
- Develop protective relay settings for downloading to relays
- Maintain relay settings databases to comply with regulatory requirements
- Provide protection data for regulatory requests and audits
- Review proposed switching orders and recommend changes as needed
- Provides assistance during emergencies and storm related activities
- Job duties are performed under moderate supervision

Engineering Technician III

Engineering Technicians perform tasks that support the protection of the transmission system. This is the career level of the Engineering Technician job family. Employees at this level possess a high level of job knowledge and have demonstrated proficiency in performing all job duties.

- Develop design and equipment specifications utilizing standard templates, FE practices, PJM practices and compliance directives
- Develop protective relay settings for downloading to relays
- Maintain relay settings databases to comply with regulatory requirements
- Provide protection data for regulatory requests and audits
- Review proposed switching orders and recommend changes as needed
- Provides assistance during emergencies and storm related activities
- Job duties are performed under limited supervision

Engineering Technician IV

Engineering Technicians perform tasks that support the protection of the transmission system. This is the career level of the Engineering Technician job family. Employees at the senior level of this job family are viewed as subject matter experts. They lead by example and provide guidance to others.

- Lead role in the development of design and equipment specifications utilizing standard templates, FE practices, PJM practices and compliance directives
- Oversight and development of protective relay settings for downloading to relays

- Maintain relay settings databases to comply with regulatory requirements
- Provide protection data for regulatory requests and audits
- Review proposed switching orders and recommend changes as needed
- Provide guidance and training to lower level employees
- Provides assistance during emergencies and storm related activities
- Job duties are performed under limited supervision

Transmission Operations Specialist I

In this position, employees provide assistance to management and higher levels of professionals, as needed.

- Provide technical services initiatives to the Transmission Operations department
- Develop procedures, guidelines, specifications, and user guides
- Develop specifications for new tools and technology
- Monitor project performance and recommend changes to schedules, cost adjustments and resources
- Ensure project results meet requirements
- Research and assess emerging technologies
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Development and analysis of regular and ad-hoc reports
- Recommend and implement improvements to work processes
- Recommend and implement solutions to moderately complex issues and assignments
- Provide assistance during emergencies and storm related activities

Transmission Operations Specialist II

Transmission Operations Specialists are responsible for managing Tools and Technology projects from initiation through completion. Employees at this level of the job family have the job skills and knowledge to exercise independent judgment on moderately complex projects and assignments. They are in a learning curve toward achieving full competency and proficiency in their job duties. Provide technical services initiatives to the Transmission Operations department.

- Develop procedures, guidelines, specifications and user guides
- Develop specifications for new tools and technology
- Monitor project performance and recommend changes to schedules, cost adjustments and resources
- Ensure project results meet requirements
- Research and assess emerging technologies
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Development and analysis of regular and ad-hoc reports
- Recommend and implement improvements to work processes
- Recommend and implement solutions to moderately complex issues and assignments
- Provide assistance during emergencies and storm related activities

Transmission Operations Specialist III

Transmission Operations Specialists are responsible for managing Tools and Technology projects from initiation through completion. Employees at the career level of this job family have the job skills and knowledge to exercise independent judgment on complex projects and assignments. They have achieved full competency and proficiency in their job duties. Provide technical services initiatives to the Transmission Operations department.

- Develop procedures, guidelines, specifications and user guides
- Develop specifications for new tools and technology
- Monitor project performance and recommend changes to schedules, cost adjustments and resources
- Ensure project results meet requirements
- Research and assess emerging technologies
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Development and analysis of regular and ad-hoc reports
- Recommend and implement improvements to work processes
- Recommend and implement solutions to moderately complex issues and assignments
- Provide assistance during emergencies and storm related activities

Transmission Operations Specialist IV

Transmission Operations Specialists are responsible for managing Tools and Technology projects from initiation through completion. Employees at the senior level of this job family are recognized as subject matter experts. They lead by example, educate and direct others on technical subject matters and are responsible for solving highly complex problems.

- Lead role in providing project management services for tools and technology initiatives in the Transmission Operations department
- Develop procedures, guidelines, specifications, and user guides
- Develop specifications for new tools and technology
- Manage/oversee the implementation of new tools and technology to the control centers
- Perform acceptance testing of newly implemented tools and technology. Advise on required refinements
- Research and assess emerging technologies
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Development and analysis of regular and ad-hoc reports
- Provide training and technical guidance to lower level employees
- Recommend and implement improvements to work processes
- Recommend and implement solutions to highly complex issues and assignments
- Provide assistance during emergencies and storm related activities

Transmission Scheduler I

Transmission Schedulers are responsible for maintaining the reliability of the Bulk Electric System during planned and unplanned outages.

- Process switching requests submitted by regions
- Analyze outage requests for contingencies

- Maintain compliance with PJM outage coordination requirements
- Coordinate outages with internal and external sources
- Prepare Four Day Out study, analyze reliability issues and provide solutions
- Model scheduled outages in EMS/RTS to identify contingencies and/or overloads
- Provide solutions to scheduling concerns
- Write procedures for taking equipment out of service, restoring to service and test energizing
- Provide support to Operators regarding switching controls
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Prepare scheduling reports for operating companies
- Provide assistance during emergencies and storm related activities

Transmission Scheduler II

Transmission Schedulers are responsible for maintaining the reliability of the Bulk Electric System during planned and unplanned outages

- Process switching requests submitted by regions
- Analyze outage requests for contingencies
- Maintain compliance with PJM outage coordination requirements
- Coordinate outages with internal and external sources
- Prepare Four Day Out study, analyze reliability issues and provide solutions
- Model scheduled outages in EMS/RTS to identify contingencies and/or overloads
- Provide solutions to scheduling concerns
- Write procedures for taking equipment out of service, restoring to service and test energizing
- Provide support to Operators regarding switching controls
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Prepare scheduling reports for operating companies
- Recommend and implement improvements to work processes
- Recommend and implement solutions to moderately complex issues and assignments
- Provide assistance during emergencies and storm related activities

Transmission Scheduler III

Transmission Schedulers are responsible for maintaining the reliability of the Bulk Electric System during planned and unplanned outages

- Process switching requests submitted by regions
- Analyze outage requests for contingencies
- Maintain compliance with PJM outage coordination requirements
- Coordinate outages with internal and external sources
- Prepare Four Day Out study, analyze reliability issues and provide solutions
- Model scheduled outages in EMS/RTS to identify contingencies and/or overloads
- Provide solutions to scheduling concerns
- Write procedures for taking equipment out of service, restoring to service and test energizing

- Provide support to Operators regarding switching controls
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Prepare scheduling reports for operating companies
- Recommend and implement improvements to work processes
- Recommend and implement solutions to complex issues and assignments
- Provide training and technical assistance to lower level employees
- Provide assistance during emergencies and storm related activities

Transmission Scheduler IV

Transmission Schedulers are responsible for maintaining the reliability of the Bulk Electric System during planned and unplanned outages

- Process switching requests submitted by regions
- Analyze outage requests for contingencies
- Maintain compliance with PJM outage coordination requirements
- Coordinate outages with internal and external sources
- Prepare Four Day Out study, analyze reliability issues and provide solutions
- Model scheduled outages in EMS/RTS to identify contingencies and/or overloads
- Provide solutions to scheduling concerns
- Write procedures for taking equipment out of service, restoring to service and test energizing
- Provide support to Operators regarding switching controls
- Provide technical support to control centers
- Administration of databases used to support the control centers
- Prepare scheduling reports for operating companies
- Recommend and implement improvements to work processes
- Recommend and implement solutions to complex issues and assignments
- Provide training and technical assistance to lower level employees
- Provide assistance during emergencies and storm related activities
- Perform peer checks of switching controls to ensure safe and reliable operations as requested
- Attend Engineering Planning/Construction meetings as requested
- Coordinating long range work activities with other FirstEnergy departments to maximize opportunity outages between capital and maintenance work activities
- Function as backup to Outage Coordination Supervisor as requested

Associate Transmission System Operator

Employees in this position are responsible in assisting with the controlling and operating of substations and transmission lines in a safe, reliable and efficient manner. Assist in ordering appropriate operational changes to meet load fluctuations or loss of generation equipment, substation equipment or transmission lines. Assist in approving orders to schedule and regulate input from or output to interconnected companies. Assist in issuing transmission switching orders to switching personnel and power plant personnel. Perform special operating studies and prepares reports, load flows and other operating and dispatching data. Assist in scheduling and controlling of power flows over intercompany tie lines. Assist in the coordination of operations with system dispatchers of other companies. Schedule

work on substation, transmission line, and power plant substation equipment. Assist in the directing of placing safety tags and issues Clearance or Switching Controls to appropriate personnel. Prepare new or revises existing switching orders and operating procedures. Operate the SCADA and EMS Computer System. Diagnose causes of trouble when interruptions occur in substations or to transmission lines and determine steps to be taken for the restoration of service, including the rerouting of electrical energy. Obtain weather information from weather services and interconnected companies to forecast loads. Coordinate with regional personnel on matters pertaining to customer problems. Pursue training and development responsibilities to progress toward Transmission System Operator level.

Transmission System Operator

Employees in this position are responsible in assisting with the controlling and operating of substations and transmission lines in a safe, reliable and efficient manner. Order appropriate operational changes to meet load fluctuations or loss of generation equipment, substation equipment or transmission lines. Approve orders to regulate input from or output to interconnected companies. Issue transmission-switching orders to switching personnel and power plant personnel.

Perform special operating studies and prepares reports, load flows and other operating and dispatching data. Schedule and controls power flows over inter-company tie lines. Coordinate operations with system dispatchers of other companies. Schedule work on substation, transmission line, and power plant substation equipment. Direct the placement of safety tags and issues Clearance or Switching Controls to appropriate personnel. Prepares new or revises existing switching orders and operating procedures. Operate the SCADA and EMS Computer System. Diagnose causes of trouble when interruptions occur in substations or to transmission lines and determine steps to be taken for the restoration of service, including the rerouting of electrical energy. Obtain weather information from weather services and interconnected companies to forecast loads. Must possess a current NERC System Operator and PJM Transmission certification.

Transmission System Operations Trainer

Transmission System Operations Trainers are responsible for the research, development, coordination and revision of training programs. Employees in job are seen as subject matter experts. They lead by example, educate and direct others on technical subject matters and possess the job skills and knowledge to exercise independent judgment on complex projects and assignments.

- Administer the System Operator training program in compliance with PJM/NERC standards
- Monitor the development and delivery of training by internal and external personnel
- Monitor PJM/NERC Reliability Standards changes and develop and update training materials to remain in compliance
- Develop effective processes for evaluating training programs
- Ensure operators maintain PJM/NERC certifications
- Provide documentation of compliance to PJM/NERC training requirements
- Coordinate the auditing of training activities to ensure continuous process improvement
- the Transmission Training & Development group maintains PJM/NERC Continuing Education Provider status
- Monitor and evaluate student performance and provide remediation, counseling and tutoring services as needed
- Program the Dispatchers Training Simulator and run emergency scenarios for personnel. Monitor and evaluate employee performance
- Represent the company at forums and industry group meetings
- Recommend and implement solutions to complex issues and assignments

- Provide assistance during emergencies and storm related activities

Transmission System Operations Instructor

Transmission Operations Instructors are responsible for supporting the Transmission training initiatives to maintain compliance with North America Electric Reliability Corporation (NERC) and PJM requirements for the FirstEnergy Utilities' Transmission System Operators.

- Support development of an annual training plan and implementation of scheduled training
- Maintain training records and maintenance of training database
- Analyze, design, and develop training materials in accordance with NERC and PJM requirements
- Perform training delivery using a Systematic Approach to Training (SAT)
- Research, develop, revise, and update the Training Program
- Develop Dispatcher Training Simulator (DTS) scenarios from real-time lessons learned and simulated emergency situations
- Conduct and coordinate training assessments and Job Task Analysis activities
- Support audit activity and training compliance with regulatory standards
- Coordinate backup control center drills and power system restoration drills
- Ensure the Training Program reflects current policies, equipment, procedures, and government regulations
- Ensure the Training Program maintains NERC continuing education provider status
- Assist in determining training needs and develop, schedule, and deliver training activities to address Operations needs as identified by the Operations management
- Evaluate student performance and develop remedial training plans
- Provide control room assistance during emergencies and storm related activities • Participate in regional and national forums on power system operations training

Associate Compliance Specialist

Associate Compliance Specialists are responsible for developing and implementing compliance program procedures for the Transmission Operations control centers. Employees at this level of this job family possess the job skills and knowledge to exercise independent judgment on increasingly complex projects and assignments. They are in a learning curve toward achieving full competency and proficiency in their job duties.

- Develop and implement compliance program procedures for Transmission Operations control centers
- Audit FE compliance with NERC/RFC/PJM policies and standards and identify opportunities for improvement in procedures and practices
- Develop Basis of Compliance narratives demonstrating regulatory compliance
- Coordinate regulatory audits, self-certification, data-submittals and spot checks
- Maintain compliance submittals in FileNet and CATSWeb
- Review and analyze daily Transmission Operations logs for Regulatory related actions/events. Provide feedback on best practices and lessons learned
- Monitor, review and analyze NERC/RFC/PJM websites, newsletters, emails and committee agendas for possible changes that may affect compliance or procedures
- Analyze and update Training procedures to ensure up to date revisions
- Provide assistance during emergencies and storm related activities

Compliance Specialist

Compliance Specialists are responsible for developing and implementing compliance program procedures for the Transmission Operations control centers. Employees at this level of this job family possess the job skills and knowledge to exercise independent judgment on moderately complex projects and assignments. They are in a learning curve toward achieving full competency and proficiency in their job duties.

- Develop and implement compliance program infrastructure including the administration and maintenance of compliance policies, programs, and procedures
- Verify FE compliance with NERC/RFC/PJM policies and standards and identify opportunities for improvement in procedures and practices
- Investigate, document and submit potential violations to regulatory organizations and ensure they are tracked for timely resolution and fully documented in auditable records
- Work with responsible organizations to coordinate resolving compliance issues, and develop improvement recommendations and mitigation plans
- Utilize FE compliance technology to assign, track and monitor compliance efforts
- Prepare for, coordinate and support compliance audits conducted by internal resources, consultants or regulator organizations
- Conduct or review Apparent or Root Cause analysis related to compliance issues
- Maintain awareness of emerging utility industry issues through benchmarking and participation in appropriate utility forums/groups
- Coordinate FE compliance self-certification and data submittal activities
- Review, revise and ensure technical accuracy of regulatory reports concerning Bulk Electric System events, protection system misoperations and other issues

Advanced Compliance Specialist

Advanced Compliance Specialists are responsible for developing and implementing compliance program procedures for the Transmission Operations control centers. Employees at the career level of this job family possess the job skills and knowledge to exercise independent judgment on complex projects and assignments. They have achieved full competency and proficiency in their job duties.

- Develop and implement compliance program procedures for Transmission Operations control centers.
- Audit FE compliance with NERC/RFC/PJM policies and standards and identify opportunities for improvement in procedures and practices
- Develop Basis of Compliance narratives demonstrating regulatory compliance
- Coordinate regulatory audits, self-certification, data-submittals and spot checks
- Maintain compliance submittals in FileNet and CATSWeb
- Review and analyze daily Transmission Operations logs for Regulatory related actions/events. Provide feedback on best practices and lessons learned
- Monitor, review and analyze NERC/RFC/PJM websites, newsletters, emails and committee agendas for possible changes that may affect compliance or procedures
- Analyze and update Training procedures to ensure up to date revisions
- Provide assistance during emergencies and storm related activities

Senior / Staff Compliance Specialist

In this position, employees have a high level of job knowledge and expertise in their respective discipline.

- Develop and implement compliance program infrastructure including the administration and maintenance of compliance policies, programs, and procedures
- Verify FE compliance with NERC/RFC/PJM policies and standards and identify opportunities for improvement in procedures and practices
- Investigate, document and submit potential violations to regulatory organizations and ensure they are tracked for timely resolution and fully documented in auditable records
- Work with responsible organizations to coordinate resolving compliance issues, and develop improvement recommendations and mitigation plans
- Utilize FE compliance technology to assign, track and monitor compliance efforts
- Prepare for, coordinate and support compliance audits conducted by internal resources, consultants or regulator organizations
- Conduct or review Apparent or Root Cause analysis related to compliance issues
- Maintain awareness of emerging utility industry issues through benchmarking and participation in appropriate utility forums/groups
- Coordinate FE compliance self-certification and data submittal activities
- Review, revise and ensure technical accuracy of regulatory reports concerning Bulk Electric System events, protection system misoperations and other issues

Assistant Business Analyst

In this position, employees are learning products and services and technical job skills.

- Serve primarily in an assistance role to management and fellow coworkers, following well-defined practices and procedures
- Conduct business specific research and gather data and compile reports and summaries
- Actively seek formal and informal learning opportunities to better understand procedures
- Develop effective working relationships with employees in own work group and establish professional network
- Apply acquired education and experience to work situations, continue developing skills and establish a strong foundation in policies, practices and procedures

Associate Business Analyst

In this position, employees are progressing toward full competency in their respective discipline

- Provide support to management and higher professional levels, as needed
- Conduct business specific research and analyze data and interpret results
- Meet customer needs by providing sound service and responsiveness
- Exercise sound decision making by developing alternatives and recommendations to improve work processes
- Actively seek formal and informal learning opportunities to better understand procedures
- Build relationships and credibility across organization

Business Analyst

In this position, employees are progressing toward achieving full competency in their respective discipline.

- Provide a high level of service, continuous support, and proactive involvement to leadership and fellow peers; conduct business specific research and analyze data; interpret results and assist in implementation activities (when necessary)
- Provide sound customer service by exceeding customer needs

- Contribute to solutions by taking an initiative to developing alternatives and recommendations
- Offer ideas and suggestions to improve moderately complex work processes and/or projects
- Actively seek ways to build challenge and add value within scope of assignments
- Consistently anticipate and delivers against a defined action plan
- Provide advice, education and encouragement to others

Advanced Business Analyst

This position is for employees who have achieved full competency and proficiency in their respective disciplines

- Provide a high level of service, continuous support, and proactive involvement to leadership and fellow peers; conduct business specific research and analyze data; interpret results and assist in implementation activities (when necessary)
- Recommend and implement solutions to complex issues and assignments
- Develop process improvements and efficiencies to improve work processes and/or projects
- Actively seek ways to build challenge and add value within scope of assignments
- Consistently anticipate and delivers results against a defined action plan
- Provide advice, education and encouragement to others
- Independently anticipate and meet internal/external needs
- Conduct research and analyze highly complex data; interpret results and contribute to high-level solutions

Sr. Business Analyst

In this position, employees have a high level of job knowledge and expertise in their respective discipline.

- Accomplished and recognized as the expert or lead person within the discipline
- Leads by example, educates and directs others on technical subject matters, improves programs and process effectiveness, and makes significant contributions to the achievement of goals and objectives
- Demonstrates ownership by leading others in solving highly complex problems and situations
- Utilizes best practices, techniques, and analytical skills

Transmission Procedure Specialist

In this position employees are responsible for collaborating with appropriate personnel to author and revise Operating Procedures, Reference documents, Desk Guides and associated documentation in the Transmission System Operations department as well as other departments in the Transmission Division.

Responsibilities include:

- Utilizing knowledge of Human Factored Technical Writing best practices to author and revise Operating Procedures, Reference documents, Desk Guides and associated documentation
- Consistently apply Writer's Guide standards in writing and revising documents
- Collaborate with and interview diverse audiences of knowledgeable personnel from within the field of the assignment (Transmission Division) to attain necessary information for documents being written
- Interpret technical input from Subject Matter Experts and audience to develop human factored instructions in documents being written
- Analyze content to determine applicable document type for Operating Procedures, Reference documents, Desk Guides and associated documentation

- Perform assessments of the impact that proposed changes to a document in revision will have on the remainder of the document as well as any other associated documents that the document in revision is referenced in
- Collaborate with Subject Matter Experts to determine the right level of detail to write to support the least experienced qualified individual likely to be involved with relying upon the Operating Procedures, Reference documents, Desk Guides and associated documentation
- Demonstrate professional demeanor in working with customers/stakeholders to answer questions and concerns about any documents produced before, during, and after meetings and events as a means of providing superior customer service
- Work with Subject Matter Experts to test/validate processes or procedures according to the document produced to ensure that it works as intended
- Effectively resolve differences in professional opinion encountered when resolving comments in the review process of standard operating procedures
- Manage document content in maintain a controlled document repository
- Determine the appropriate revision workflow based upon the impact and extent of proposed changes to a document in revision
- Make timely recommendations to effectively solve problems, using independent judgment consistent with standards, practices, policies, procedures, regulations, and/or law
- May work as a member of a team or independently, either onsite with or offsite from the customers/stakeholders as required
- May assist in supervising/mentoring junior staff

Adv Transmission Procedure Specialist

An employee hired at the Advanced level will be expected to perform all the above responsibilities listed above in a more independent manner as well as assigned additional responsibilities related to those above, and will also be able to perform the following:

- Conduct needs analysis and coordinate resources to complete Standard Operating Procedure development and revision requirements on schedule
- Estimate project timelines and track project tasks and hours to meet customer/stakeholder deadlines, goals, and budget
- Demonstrate foresight to recognize new solutions and/or other business needs
- Identify latent organizational weaknesses and human performance error traps embedded in Standard Operating Procedures
- Assess task risk at the step level based on application of human performance principles and technical input from audience
- Measure, track, and analyze data to assess and improve customer/stakeholder satisfaction

Administrative Assistant

In this position, employees perform various clerical, administrative and general duties, including but not limited to data processing, record and file creation and maintenance, mail distribution, telephone reception, invoice processing and administrative support for department. Produce a wide variety of correspondence, reports and presentations using the appropriate office equipment and software.

Advanced / Sr. Administrative Assistant

In this position, employees perform various clerical, administrative and basic general duties including but not limited to data processing, record and file creation and maintenance, mail distribution, telephone reception, invoice processing and administrative support for department.

The Sr. Administrative Assistant level will be expected to perform all the responsibilities below with more proficiency, and in a more independent manner. Further, the Sr. Administrative Assistant level employee will be assigned additional responsibilities related to those listed above.

- Demonstrating a solid commitment to all aspects of safety
- Resolving customer issues and requests in a prompt, courteous, and professional manner
- Demonstrating sound internal and/or external customer service
- Achieving customer satisfaction in all customer contacts
- Providing advice, education, and encouragement to others
- Independently anticipating and meeting internal and external customer needs
- Following up with customers when appropriate
- Providing quality service to both internal and external customers
- Using effective communication skills with good judgment
- Assisting with coordination of events (United Way, HFH, etc) and escorting visitors when needed
- Supporting the department's administrative needs which could include maintaining of appointment calendars, meeting scheduling, travel arrangements, maintaining/ordering office supplies and various other responsibilities

Executive Assistant

In this position, employees perform a lead administrative support role for assigned areas. Perform various complex clerical, administrative and general office duties involving data compilation, word processing, record and file maintenance, mail distribution and telephone reception for department head. Coordinate and maintain supervisors' calendars; schedule/confirm meeting dates and arrange travel reservations, including preparing itineraries.

Professional Co-Op / Intern

Based on engineering discipline and assigned department selected candidates:

- Support FirstEnergy engineers in developing or maintaining engineering programs, including revising and developing procedures, completing analytics, updating applications, performing field walk downs, and verifying inputs to the engineering programs
- Assist FirstEnergy engineers in performing engineering studies, analysis, and/or design in support of transmission engineering planning, protection, design, operations, and/or maintenance of the transmission system.
- Support FirstEnergy engineers in the development of system equipment models, protection specifications and the investigation of transmission system relay events
- Assist FirstEnergy engineers in developing transmission line and substation design packages
- Support FirstEnergy engineers in the continued effort to maintain the station's current maintenance strategy and investigate reliability / performance issues
- Develop and write summary reports and power-point presentations to document and communicate engineering analysis, results, and recommendations
- Work closely with Project Managers to implement one or more of the hundreds of projects that comprise the multi-billion-dollar transmission capital project portfolio
- Provide analytical and technical support to the engineers developing the 5-year capital project portfolio