



Director, Technology, Data, and Systems

Who We Are

[Clean Power Alliance](#) (CPA) is Southern California's locally operated non-profit default electricity provider for 32 communities within Los Angeles and Ventura counties and the 5th largest electricity company in the State of California. We provide clean renewable energy at competitive rates to over three million residents and businesses through approximately one million customer accounts.

What You'll Do

CPA is seeking an experienced professional to drive technological innovation at CPA to help realize its vision as a forward-thinking electricity provider. This position will be responsible for providing quality leadership and oversight of data integrity, data analytics, and electronic data systems used in support of CPA's operations. The Director, Technology, Data, and Systems will have the overall responsibility to develop, implement, and sustain data integrity, ensuring compliance with internal requirements and external regulations. This position will also be responsible for the reliability, performance, security, and continuity of IT systems and supported business processes. This position focuses on both strategy and deployment of systems and technology that will enable greater product innovation across all customer classes, including utilizing AMI data.

Who You'll Work With

The Director, Technology, Data, and Systems will report directly to the Vice President, Technology, Data, and People and directly supervises staff within the Data and Systems group. You will be a part of the leadership team and will work closely with internal teams such as customer care, power procurement, and finance, as well as with CPA's data manager, and other consultants as assigned.

Commitment to Diversity

At CPA, we value diversity and are committed to creating an inclusive environment for all employees. We represent a diverse customer base and intend to hire employees that reflect our communities. Clean Power Alliance provides equal employment opportunities to all applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Culture

CPA fosters a culture of open communication, responsibility, and intellectual curiosity. As a small team that has quickly built the largest Community Choice Aggregation program in the country, high levels of trust, collaboration, and mission alignment are key factors in success. We value fact-based creativity in our work, accountability with our stakeholders, and promote ethical engagement and diversity with our brand.

Successful Candidates Must Demonstrate the Following Abilities:

- Act as a business/process owner for the implementation of technology solutions used across CPA, as well as for data acquisition systems.
- Promote teamwork, a positive work environment, and collaborative problem solving.
- Have a high tolerance for uncertainty, with a low tolerance for unmanageable risk and a strong drive to resolve it.
- Passionate about merging the energy business with innovative data management solutions.
- Demonstrated ability to lead, acknowledge, develop, communicate, and implement a strategy under time sensitive situations to ensure compliance.
- Analyze highly technical data.
- Strong organizational skills and the ability to multitask; can set priorities and follow a timeline.
- Must be a self-started, collaborates cross-functionally and can work independently with minimal functional oversight.
- Think critically and strategically; properly interpret and make decisions in accordance with applicable CPA goals, policies, and strategic plans.
- Strong leadership, mentoring, and coaching skills.
- Ability to work accurately and swiftly under pressure.
- Good judgement and unshakable integrity.
- Ability to communicate effectively—both orally and in writing—as well as the ability to translate complex technical information into non-technical language.
- Strong work ethic befitting a start-up environment.

Duties and Responsibilities

- **Data Management Strategy:** Create an implementation plan of all technology included in the Data and Systems strategic plan. Define problem areas and evaluate, recommend, and implement alternative solutions to complex issues and problems. Prepare clear and comprehensive correspondence, reports, presentations, proposals, and carry out independent research and fact-finding assignments. Determine, develop, and implement objectives, strategies, policies, procedures, work standards, and internal controls to achieve goals. Responsible for management of AMI/Smart meter data, data security and privacy protocols.

- **Data Architecture:** Create and maintain an optimal and reliable data pipeline architecture, including further developing and maintaining the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources (ETL) into CPA's data warehouse. Identify, design, and implement internal process improvements: automating manual processes, optimizing data delivery, and re-designing infrastructure for greater scalability, among others. Leveraging cloud technology, develop data solutions to ingest, process, and analyze large, disparate data sets towards developing custom-built systems (e.g., Meter Data, Forecasting, and Analysis system). Maintain and version internal and external APIs linked to CPA's AWS (Amazon Web Services) and billing platforms (and all future connections that are established). Collaborate with team members to implement and develop best practices for Data Storage and Query optimization, as well as strategies for reducing and/or maintaining AWS's current cost load. Help develop and maintain an optimal database versioning internal strategy and create error logging, reporting solutions, and preparing required documentation.
- **Technology:** Responsible for overall network infrastructure, procurement, communications, network security and data security, including privacy protocols and protection of confidential data. Help develop and support organizational technology needs to optimize internal processes. Assist with the selection of vendors for all technology needs, including developing RFPs, negotiating vendor contracts, and onboarding and managing all technology related vendors, including troubleshooting and maintenance. Ensure security compliance, data integrity, and retention within all applications and coordinate deployment of new processes and enhancements.
- **Integration:** Ensure accurate data and efficient data flows across the organization, both upstream to wholesale market participants and downstream to customers.
- **Data Analytics and Integration:** Monitor and assess large volumes of customer energy usage data to help inform load forecasting, new program and product design and development, and market trends. Perform ad hoc data analytics on data collected internally or externally for various teams.
- **Supervisory Duties and Responsibilities:** Plan, direct, and coordinate the goals and workplan for the technology, data, and systems team. Assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet regularly with staff to discuss and resolve related issues. Conduct performance evaluations, implement performance correction as needed, train and coach staff in content and work procedures as needed. Evaluate data to determine success of team towards reaching CPA's goals.
- **Product Design:** Collaborate with internal teams to design programs and product offerings that address customer needs, including innovative rate design and load forecasting support for key C&I, municipal, and public agency accounts.
- **Procurement and compliance support:** Work with CPA's wholesale energy marketer to design and implement technology needed for energy procurement

and ensure compliance requirements to CAISO (California Independent System Operator) and WREGIS.

- **Internal Communications:** Update CPA Management Team and Board of Directors on all aspects of CPA Data and Systems Strategic Plan and analytical workplan. Provide relevant strategy and information to staff to utilize for external and internal meetings and presentations. Collaborate with stakeholders as needed to achieve strategic goals. Write staff reports and present at Board and Committee meetings.
- **Project Management:** Manage Project Manager, Data and Systems and ensure application of technical and project management expertise while leading cross-functional resources to meet project requirements within established timeframes and budgets. Ensures execution of tasks as defined in the project plan to achieve the project goals.
- **Executive Support:** Assist Vice President, Technology, Data and People with developing and tracking a set of organizational performance metrics. Develop, implement, and maintain KPIs (Key Performance Indicators), issue periodic trending reports, and perform quality assessments to gain insights into program and systematic/procedural risks, issues, and drive resolution and remediation actions, as needed. Automate data gathering, processing, and information management in support of quality compliance, trending, and KPI management.
- **Other duties as assigned.**

Qualifications

- BA or BS degree in technology-related discipline.
- MBA preferred.
- A minimum of seven (7) years of progressively responsible experience in a supervisory or management role in technology, data science, or related field.
- Experience working in electric utility, Community Choice Aggregation, or cleantech program is preferred.
- Ability to sit at a desk and work on a computer for prolonged periods.
- Currently, this position is temporarily remote; however, when the office reopens in January 2022, this position is expected to report to our downtown Los Angeles office at least 3 days per week. (The actual days of the week to be worked in the office will be determined by CPA, not by the candidate.)

Required Skills

- Knowledge of back-office system architecture to manage customer data and interactions.
- Utility EDI file transfer protocols.
- Data security and privacy protocols.
- Management of AMI/Smart meter data.

- Data queries, including advanced working SQL knowledge and experience working with relational databases, query (SQL) as well as working familiarity with a variety of databases.
- Experience building and optimizing 'big data' data pipelines, architectures, and data sets.
- Experience performing root cause analysis on internal and external data and processes to answer specific business questions and identify opportunities for improvement.
- Strong analytic skills related to working with unstructured datasets.
- Build processes supporting data transformation, data structures, metadata dependency, and workload management.
- A successful history of manipulating, processing, and extracting value from large, disconnected datasets.
- Experience supporting and working with cross-functional teams in a dynamic environment.
- Organizational IT needs (including networking, laptop procurement, file sharing, and communications).
- Demonstrated program and project management skills.
- Budget development and tracking.
- Experience in planning and implementing new IT systems and/or major system upgrades.
- Must possess excellent interpersonal, organizational, analytical, communication, documentation, presentation, and computer skills.
- Ability to work well with diverse teams and consultants and exchange technical information with management, personnel, and equipment vendors. Be able to thrive in a highly collaborative setting.
- High attention to detail.
- Critical thinking and negotiation.
- Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment.
- Possess a strong work ethic and be comfortable taking initiative while working in a fast paced, start-up environment.
- Establish and maintain effective working relationships with persons encountered during the performance of duties.

Salary and Benefits

The salary range for this position is \$147,920-\$214,700, with exact compensation to be determined by Clean Power Alliance, dependent on experience. Benefits include health care, a 401(k)-like match program, paid vacation, and sick leave. This is not a civil service position; however, all CPA employees are required to submit a Statement of Economic Interests form, also known as the Form 700.

How to Apply

Candidates should apply at

https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=3797088.

The start date for the position is as soon as possible and will remain open until filled.