

Digital Skills Role Models

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Grid Control Officer



What does your job entail?

My role involves using a range of different monitors and systems to make sure our gas network operates properly. As well as monitoring I also help create engineering designs which map out how we build new gas network to help connect new homes as they are built.

How did you get into this line of work?

I never knew what a grid controller was until I started in Phoenix Natural Gas, but what's great about a company like Phoenix is that there is lots of opportunity to learn and gain experience that helps you move into different roles.

Outline your career to date?

I started working at Phoenix in 2016 in the Customer Services team, helping customers with queries and connections. After two years I moved into the team that plans new connections to the gas network and then in 2020 the role in Grid Control became available and I knew it was an area I was interested in finding out more about.

How do you use IT and digital skills in your role today?

IT and digital skills are really important in the workplace now. In my role I have to use a variety of systems to monitor different measures and ensure they are accurately recorded in databases with any trends or changes identified and checked.

Did you have the opportunity to develop IT and digital skills at school or did you learn them at college, university or on the job?

I studied ICT in school at GCSE level and then, at College, I completed a BTEC in ICT. While I had the opportunity to learn IT and digital skills at school I have learnt so much more on the job, working with many different programs and software.

Is there anything else you wish to share?

Most companies now use and rely on computers to do day to day tasks and going forward this will happen more so it's really important to learn IT and digital skills and to be confident in learning to use new systems.

In every role the digital and IT knowledge you need will be different so don't be afraid to ask for help when you need it – there is usually always someone with experience who will be more than happy to help.