

ABSTRACT for the 2016 ISA WWAC Symposium

It's Not Just a Job – It's Your Passion!

Leveraging Your Career in Industrial Controls and Automation

Speaker: Steven D. Drew

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SUBMISSION TYPE

45 minute Keynote Speaker Presentation

KEYWORDS

Career Path, Transfer of Knowledge, Change Management, Risk Mitigation, Cyber-Threats, Operational Resiliency, Customer Service, Return on Investment, Future Casting

ABSTRACT

This presentation will highlight the importance of skills needed by maintenance technicians, instrumentation specialists, process control and automation professionals needed to support the modern water/wastewater utility now and into the future. Communicating to leadership the value of operational technology for both hard and soft services is essential. Identifying and correcting vulnerabilities in industrial automation is critical, but without attracting, retaining and developing competent professionals, maintaining operational reliability is impossible or risky business at best. Maintaining a utility's most valuable asset, *its human resources*, is a priority for most utility executives. Automation professionals and maintenance technologists are on the front line, they are the fire-wall to threats and they are agents of change and innovation, carrying the utility to the next level of efficiency. For these water and wastewater critical service professionals, it's not just their job, it's their passion!

From twisted pairs to tubes and transistors, then analog to twenty-first century digital technology, the keynote speaker knows from firsthand experience and his own industrial maintenance journey the challenges that maintenance technology and process automation control professionals face. And, as a utility director, he offers anecdotes and advice on career path and advancement, skill and training needs for the modern utility, succession planning, workforce development, operational cyber-threat concerns and management of change in the water and wastewater industry.

ABOUT THE SPEAKER



Steve Drew is the Director of the Water Resources Department for the City of Greensboro, NC. He began a career with the City's Water Supply Division in 1979 as a Plant Mechanic and has held various technical and leadership positions including, Electronics Technician, Plant Superintendent, Water Supply Division Manager and Operations Division Manager. He attended Guilford Technical Community College and graduated from the University of North Carolina at Greensboro with a B.A. in Public Administration and also completed graduate work at UNC-G and the UNC-School of Government's Public Executive Leadership Academy.

Steve is a certified Electronics Technician, certified Maintenance Technologist, Maintenance & Reliability Professional and a licensed Water Treatment Facility Operator. Steve served as Chair of the NC AWWA-WEA Operations & Maintenance Committee and was a founding member of the NC Maintenance Technologist Certification School. He has served on the NC AWWA-WEA Board of Trustees and recently as the Schools Council Chair. Steve is a member of the "Select Society of Sanitary Sludge Shovelers", and is an AWWA Fuller Award recipient.

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