

Career Pathway Spotlight

Discover a Career in Public Works Utility Services

Discover your career in utilities!

Workers at non-energy, Public Works utilities keep essential community systems running — the water, wastewater, broadband, and solid waste infrastructure that homes, schools, and businesses depend on every day.

Installation and New Construction

Across new neighborhoods, business parks, and infrastructure upgrades, utility technicians install the water mains, sewer lines, fiber optic and broadband cables, and stormwater systems that connect customers to essential services. They lay the foundation for how communities grow.

Maintenance and Repair

When pipes burst, fiber gets cut, or systems go offline, utility workers respond quickly to find the problem and restore service. They patch leaks, splice cables, replace pumps, and clear blockages so households and businesses stay safely connected.

Operations and Customer Service

From treatment plants and recycling centers to dispatch offices and customer homes, utility workers monitor systems, run tests, and respond to service calls. They sample water quality, configure network equipment, sort recyclables, and answer customer questions every day.

CAREER PATH

Start with:

- » A high school diploma or GED

Get Educated:

- » A community college or vocational program
- » A utility apprenticeship or trainee program
- » A military pathway with utility or electronics experience

Specialize With:

Knowledge in:

- » Field troubleshooting and diagnostics
- » Equipment installation and maintenance
- » Customer service and dispatch
- » Safety and regulatory compliance
- » System monitoring and data

OCCUPATIONAL SKILLS

- » Strong mechanical and technical aptitude
- » Sharp attention to detail and safety focus
- » Clear communication with customers, crews, and dispatchers
- » Strong problem-solving when systems or equipment fail
- » Physical stamina for active, all-weather field work
- » Adaptability across shifts, sites, and emergency calls
- » Comfort with diagnostic tools and digital service systems

BENEFITS

These utility careers offer:

- » Stable, year-round demand for essential services
- » Competitive pay and benefits with union packages
- » Growth into senior tech and supervisor roles
- » Specialize in water, broadband, or recycling
- » Meaningful work serving local communities

What Might You Do In Public Works Utility Services?

ENTRY LEVEL

1-4 years

What you will do:

- » Assisting senior technicians with installations, repairs, and routine field inspections daily
- » Operating hand tools, locators, meters, and basic diagnostic equipment
- » Reading work orders and gathering materials for the day's service jobs
- » Logging service calls and updating customer accounts in dispatch systems
- » Helping with trench safety, traffic control, and equipment setup tasks
- » Following PPE, lockout/tagout, and OSHA construction safety procedures every day

MID- CAREER

5-8 years

- » Independently completing installs, repairs, and complex service calls across the service territory
- » Running diagnostics and using AI-assisted tools to find leaks, faults, or service breaks
- » Coordinating with engineers, contractors, and customers on multi-day service projects
- » Reading complex maps, schematics, and infrastructure construction drawings carefully
- » Training entry-level technicians and reviewing their service tickets
- » Supporting emergency response during storms, outages, and other major incidents

EXPERIENCED

8+ years

- » Leading service crews across multiple regions, divisions, or systems
- » Estimating jobs, scoping major upgrades, and managing service budgets across teams
- » Driving safety, reliability, and customer service programs across the whole company
- » Adopting new technology like AI leak detection, smart sensors, and predictive maintenance platforms
- » Coordinating with regulators, municipalities, and major commercial utility customers
- » Mentoring mid-career technicians and shaping training and certification pathways

What knowledge, skills and abilities will you need to succeed?

- » Listen and follow directions from senior technicians and supervisors
- » Comfort lifting equipment, climbing ladders, and working outdoors
- » Basic understanding of electrical, mechanical, and plumbing concepts
- » Attention to detail when running tests and writing reports
- » Eagerness to earn operator licenses, BICSI, FOA, or CDL credentials

- » Working knowledge of relevant codes, standards, and regulations
- » Fluency with diagnostic tools, mobile apps, and dispatch software
- » Clear communication with customers, dispatch, engineers, and supervisors
- » Composure during emergencies, weather events, and high-pressure restorations
- » Familiarity with smart meters, sensors, and monitoring systems

- » Deep expertise across multiple service areas
- » Leadership and people-management skills for multi-shift field teams
- » Strategic communication with executives, regulators, and customers
- » Strong financial judgment for capital and operating budget decisions
- » Mastery of change management as utility technology evolves

GET PAID!

For salary information on Public Works Utility Services roles, please refer back to the Get Into Energy Explorer.

[Get Into Energy Explorer](#)



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