



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Applications Support Analyst 1 - 2
REPORTS TO: Director of MIS

STATUS: Exempt / Non-union
RANGE: 17 - 22

POSITION SUMMARY: The Applications Support Analyst 1-2 position provides workflow, process and help desk support to departments and divisions for a variety of customer-related application systems. The position is responsible for support, modifications, installations, and vendor relationships for the billing system (meter reading, billing collections, customer contact functions); for customer-facing applications throughout the utility (such as IVR, Web, outage, Call Recording); SUB's in-house data warehouse, reporting system, and databases; interconnected functions such as document imaging, facilities, and meter history systems. This position works with employees and application system vendors. Performs other duties as assigned. Entry into this position is at the Application Support Analyst 1 level.

The Application Support Analyst 1 works primarily under the guidance of more skilled team members, and the Application Support Analyst 2 works with limited supervision. Movement to the Application Support Analyst levels 2 is based upon satisfactory performance, demonstrated proficiency in knowledge, skills, and ability to work autonomously at each level, and 1 year of SUB service as an Application Support Analyst 1.

MAJOR RESPONSIBILITIES

Essential Functions

Application Support Analyst – Both levels

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Serves as the liaison between application development staff and the users.
5. Serves as a division/utility liaison with departments, divisions, and vendors.
6. Understands accounting principles and applies principles to customer service applications.
7. Writes and/or assists in the documentation of application procedures and workflows.
8. Participates in testing for new application modifications and upgrades.

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9. Maintains a thorough understanding of the data attributes important to SUB with respect to customers, service addresses, service locations for individual products, billing and product usage, and meter information. Understands data needed to keep meter-reading, billing and collection tasks on schedule.
10. Protects customer privacy and tries to detect fraud. Complies with Red Flag Rules, Telephone Communication Privacy Act, Payment Card Industry standards, and related regulations.

Applications Support Analyst 1 – Works under close supervision

11. Provides primary triage and troubleshooting support for problems with data and reporting in those systems that link customer service, cashiering, meter reading and financial accounting. Independently resolves non-complex issues.
12. Analyzes existing application processes and makes recommendations for improvements to data structures to resolve problems that result in ensuring quality control, data integrity and improving efficiency. Assures that procedures are aligned with policies.

Applications Support Analyst 2 – Works under moderate supervision

13. Provides troubleshooting support for problems with data and reporting in those systems that link customer service, cashiering, meter reading, electric and water service centers, marketing, resources and financial accounting. Independently resolves all but the most complex issues.
14. Provides primary troubleshooting support for problems with data and reporting in external systems related to payment processing, web support, IVR, and related processes.
15. Provides primary troubleshooting support regarding problems with data and reporting for in-house systems used at the Electric Service Center and the Water Service Center.
16. Provides support to external auditors and assists with auditing internal processes. Provides support to the Accounting Department by reconciling accounts receivable database transactions.
17. Provides training (primarily Customer Service application) for new users and when implementing new processes.
18. Troubleshoots for data, system and workflow processes. Proactively identifies problems, makes recommendations and implements solutions.
19. Provides technical support to facilitate the orderly integration of new customers (acquisitions and boundary changes) to the SUB system.
20. Assists in the design, development, selection, documentation and implementation of new software applications.

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21. Provides support for technical problems with computers, printers and office equipment.
22. Develops and maintains statistical information for management.
23. Develops reports, using Access, Crystal Reports, or SQL, from various database applications (primarily Customer Service) as needed.

Marginal Functions – All Levels

24. May provide training and back-up support for meter reading and billing functions.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of five years' experience in customer service application processes, utility and accounting experience preferred.
- Recent experience in effectively communicating technical and other information to a variety of audiences. Demonstrated experience in training others in new applications and procedures.
- Application Support Analyst 2 requires 1 year as an Application Support Analyst 1 at SUB.

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Knowledge, Skills & Abilities

Application Support Analyst 1

- Excellent analytical skills
- Understanding of Boolean logic and automated workflow concepts
- Knowledge of accounting fundamentals preferred
- Knowledge of principles, methods, practices and techniques of relational database systems
- Basic understanding of troubleshooting procedures
- Basic understanding of software testing methods
- Communicate effectively orally and in writing
- Basic skill in technical writing
- Knowledge of utility functions, policies and procedures preferred
- Intermediate skills in Microsoft software products including Word, Excel, Access software
- Ability to manage multiple projects and prioritize work tasks
- Ability to effectively train others and respond to multiple requests and needs for technical assistance
- Ability to interact effectively with all levels of the organization

Application Support Analyst 2

- Proficiency in all Application Support Analyst 1 – Knowledge and Skills
- Intermediate skill in technical writing
- Knowledge of advanced troubleshooting procedures
- Ability to create and edit customized reports using Crystal Reports software

Education

- Required: High school diploma or equivalent
- Required: Specialized training or college course work in computer science, or related experience
- Preferred: Associate's or Bachelor's degree in computer science or related field

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION:** Ability to access and comprehend written and graphic information, including from a computer screen.

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- **HEARING/SPEECH:** Ability to communicate effectively and exchange accurate information in person and over the telephone while in an office setting with moderate background noise.
- **WORKER MOBILITY:** Can change positions frequently between standing or sitting in an office environment. Ability to move about the office to access file cabinets, office machinery, etc.
- **LIFTING/CARRYING:** Must be able to transport 0 – 10 pounds – often; 11 – 20 pounds – occasionally; 20+ pounds – seldom. May move boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Ability to enter data onto a computer and use office machinery, such as a photocopier, telephone, etc.
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Ability to ascend stairs at various sites for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printer.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office type of equipment.