



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Senior Analyst for Utility Information Systems **STATUS:** Exempt / Non-union
REPORTS TO: Director of MIS **RANGE:** 38

POSITION SUMMARY: The Senior Analyst is responsible for the design and implementation of enhancements to the Customer Service software system. Supports internal and external groups in the use and/or development of the system. Analyzes procedures and workflows. Writes documentation of procedures and other technical specifications. Maintains a thorough understanding of the relevant business practices and organizational policies as well as other data attributes important to SUB. Provides technical support and training. Creates and maintains management reports. Defines objectives, conducts cost-benefit analysis and makes recommendations for budget priorities. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

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. Assists in the development of short and long term management information strategies.
5. Responsible for the design and implementation of enhancements to the Customer Service software system. Includes: identifying key software problems and labor inefficiencies; analyzing costs and benefits of system enhancements and procedural modifications in order to justify improvement projects, preparing technical specifications; creating an implementation schedule in coordination with programmers and others; creating a testing plan and verifying modifications were programmed as designed, etc.
6. Supports departments, divisions and external groups in the use of the Customer Service System and the data it collects.
7. Acts as liaison between in-house development staff, vendor designers and programmers, users and management.
8. Analyzes procedures and work flows related to Customer Service staff and their interaction with the software system. Assists with preparing written documentation of procedures and data definitions.

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9. Maintains a thorough understanding of the data attributes important to SUB with respect to business practices, company policies, service addresses, service locations for individual products, meter box/meter base and other meter information, customers, rate schedules, billing instructions unique to each product, postal mailing requirements, Accounts Receivable financial transactions and history of product usage.
10. Provides technical support to facilitate the orderly integration of new customers and service locations (acquisitions and boundary changes) to the SUB system.
11. Provides training to the users of the Customer Service System.
12. Creates and maintains management reports summarizing division operations and product usage. Ensures accuracy and timeliness of reports.
13. Assists in defining objectives and sets budget priorities to facilitate the orderly and efficient capture, storage, processing and distribution of information.
14. Interacts frequently with all divisions and departments on internal and external operations that are impacted by the capture, storage, processing and distribution of information.
15. Serves as a member of the Customer Service System team.

Marginal Functions

None

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 as an analyst in a utility setting
- Minimum of five years in software application, computer systems and analysis preferred
- Experience in leading small to large sized projects in a business environment
- Demonstrated experience in writing specifications, overseeing implementation, testing programming modifications and training users

Knowledge, Skills & Abilities

- Expertise in system design and analysis techniques
- Communicate effectively orally and in writing
- Excellent organization and problem solving skills
- Ability to prioritize multiple projects and meet deadlines
- Ability to serve in all phases as a project leader
- Ability to work effectively with people who possess varied levels of technical skills

Education

- High school diploma or equivalent
- Bachelor's degree in computer science or related field, or the equivalent combination of education and experience

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**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels and numerous other written documents.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.

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- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a telephone.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) 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 equipment.

Revised: June 1, 2016