

Utility Information Systems Analyst

SUMMARY/PURPOSE

To coordinate and implement projects within the Utility Customer Services division that focus on billing software, operational procedures, and evaluate the effectiveness of existing and proposed programs and operations.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Test billing software patches and changes, provide information about changes and timing to the staff within the department along with any necessary training materials.
2. Use social media, the Comfort Systems website, print media, customer portal, and other methods to communicate information from the department to the customer base.
3. Attend and host meetings pertinent to software or departmental changes.
4. Provide training materials for different scenarios within the software to other staff as needed and provide direction and assistance to others involved in operational problem solving.
5. Research tools and new software options to improve the customer experience and efficiency of the department.
6. Collaborate with Project Coordinators in the department to effectively capture data, present information to both management, other team members, staff, and customers if applicable.
7. Create proposals for new software tools, processes, and departmental changes to provide department personnel with relevant information to assist them in the decision-making process.
8. Assist department personnel in preparing and presenting recommendations.
9. Participate in community events to relay information about customer tools, resources, and provide overall information about utilities.
10. Analyze current operations and procedures to determine problem areas, make recommendations to improve areas of operation, and design valid research methods to effectively accomplish desired results.
11. Assist department personnel in determining the scope of a particular project as well as establishing goals and timelines.
12. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
13. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
14. Provide training on new or modified procedures and policies to all affected parties.
15. Coordinate and perform project management functions and programs for the City.
16. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
17. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
18. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
19. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Business Administration, Project Management, or a related professional field, and two (2) years of full-time, related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional project management experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Thorough to comprehensive knowledge of utility billing software, meter read software, work order system.
 - B. Working knowledge of customer service department role within the Public Works & Utilities divisions including the meter shop, appliance service department, dispatch, and utility operations.
 - C. General knowledge of software online community, help system, and error reporting system.
 - D. General knowledge of how to report problems to the IT department and a working knowledge for who is responsible for which application with the IT department.
 - E. General knowledge of program analysis, planning, implementation and evaluation principles and techniques.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
 - I. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - J. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
 - A. Skill in writing reports, letters, memos and presentations in an understandable and logical format.
 - B. Skill in evaluating and analyzing operational methods and procedures.
 - C. Skill in managing and tracking multiple projects concurrently.
 - D. Skill in working with architects, engineers, contractors, attorneys, planners and other professionals.
 - E. Skill in simple HTML formatting for updating information on the website and customer portal.
 - F. Skill in collaboration within a team without direct supervisory tasks.
 - G. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - H. Skill in managing one's own time and the time of others.
 - I. Skill in completing assignments accurately and with attention to detail.
 - J. Skill in mediation and dispute resolution.
 - K. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
 - A. Ability to accept feedback.
 - B. Ability to ask questions of the correct people.
 - C. Ability to gauge a project's successfulness within project parameters.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and solve a variety of problems.
- H. Ability to organize and prioritize work while meeting multiple deadlines.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to work successfully as a member of a team and independently with minimal supervision.
- K. Ability to train and lead others.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to enforce safety rules and regulations.
- N. Ability to maintain confidential information.
- O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- P. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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WC:	Pay: 33	EEOF:	CC:	Resolution: