



## **Application Support Manager**

### **Position Overview**

Lead a functional team of Business Analysts to envisage, design and implement software systems to support Powernet's new products and initiatives. Work with the user base to provide support for applications used in day to day functions. Ensure these applications are working to the end user's specifications. Oversee and direct the day to day functions of the billing group.

### **Essential Duties and Responsibilities**

Support and promote the mission, values and principles of Powernet.

- Direct, establish, plan and implement the overall policies and goals for the group.
  - Prepare performance appraisals, mentor and coach team members.
  - Prioritize all issues and establish procedures and timelines for effective solutions.
  - Design and build reports using JReports.
- Participate in overall project planning, bringing a current knowledge and future vision of business processes and systems.
  - Establish and implement new initiatives, which establish operational efficiencies for Powernet.
- Manage TACS. First level of support for all BAS systems and support ad-hoc tasks requested by various departments.
- Analyze user requirements to create functional specifications for new system components.
- Rotational weekend billing - Operation of the core billing system, including rating/mediation functions, execution of SQL scripts, pre-billing, billing, and post-billing steps; and support of customer CDR extraction.
- Analyze system exceptions and determine root cause and proper solution.

### **Education, Experience and Skill Requirements**

- Bachelor's degree in computer science or equivalent experience.
- 6+ years of practical experience.
- Experience with relational database systems.
- Complex problem-solving skills.
- Strong application development skills.
- Strong SQL Excel, and Access skills as well as knowledge of JReports.
- Strong communications skills working with both technical and non-technical personnel.
- Must have experience engaging with multiple levels of management both internally and externally.
- Requires very little assistance or guidance.
- Must be able to perform effectively without direct supervision.

### **Working Conditions**

The duties of this position are typically performed in an office setting with normal ranges of temperature and a moderate to high level of office background noise. The majority of duties are performed while sitting at a desk. Communication typically occurs through IM interaction, as well as via e-mail, telephone and written correspondence. Some travel is required. This job also requires the ability to use other office equipment such as copier, fax machine, etc. In order to perform this job you must possess the following physical abilities:

- Occasionally travel to meetings throughout the office and at other company office sites and client locations.
- Frequently sit at a desk.
- Frequently use hand/finger dexterity and hand/eye coordination to operate computer, telephone and other office equipment.
- Frequent to constant repetitive key stroking while using computers.
- Frequently listen and talk to customers on the telephone.
- Frequently communicate verbally and in writing with customers, vendors, co-workers and supervisors.
- Frequently use organizational, analytical and problem-solving skills to manage high level of information and projects with varying degrees of priority, collect and research data, identify relationships and dependencies, summarize data and findings, resolve problems and generate reports.
- Frequently use color vision and depth perception to navigate through variety of computer programs.
- Constantly work in a team environment, effectively and efficiently achieving goals, improving processes and resolving problems.
- Occasionally work in excess of 40 hours per workweek, including night shift hours.

It is not possible to perform this job from home (telecommuting) without sacrificing quality and quantity of the work performed. You must be able to perform this job without posing a risk of harm to yourself or others.

### **Other Physical Abilities**

Occasionally lift more than 10 lbs., occasionally reach overhead, frequently bend, stoop, twist, push and pull, frequently climb ladders, etc.