



Business Analyst

Position Overview

Facilitate the gathering of information used to build and maintain software requirement documents. Serve as an interface between development staff and end users, to direct an end product which meets user or system needs

Essential Duties and Responsibilities

- Support and promote the mission, values, and principles of Powernet.
- Create software requirement documentation
- Schedule meetings to discuss and gather requirement information
- Work under supervision of senior members of the Analyst staff to coordinate large project initiatives
- Demonstrate a growing knowledge of system software and departmental roles and procedures
- Serve as a liaison between project parties in order to bring timely completion to tasks and to ensure project delivery meets departmental quality and standards
- Work under supervision of senior members of the Analyst staff to facilitate training sessions for departmental trainers and end-users
- Create and run test cases for new development and regression testing
- Provide first level application support to end-users
- 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
- Frequently assist billing analyst with day-to-day billing functions
- Run processes as needed to maintain QA environment data

Education, Experience and Skill Requirements

- Associate degree in any discipline
- Strong written and oral communication
- Strong interpersonal and organizational skills
- Good analytical ability
- Experience using MS Word and MS Excel
- SQL experience a plus
- Self-motivated and goal oriented
- 2+ years experience

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 face-to-face interaction, as well as via e-mail, telephone and written correspondence. 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:

-frequently travel to meetings throughout the office and at other company office sites;

-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 communicate verbally and in writing with vendors, co-workers and supervisors;

-frequently use organizational, analytical and problem solving skills to manage a 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 a 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, etc.