



JOB DESCRIPTION

Job Title: Systems Integration Analyst
Department: Network Operations
Reports To: Information Systems Manager

FLSA Status: Exempt
Represented by the Association: No

Job Summary: This position is responsible for all aspects of internal technical support, testing and documentation for process oriented software applications. Will act as a liaison between internal software users and the software vendors. Will develop solutions and reports to meet company needs. Will assist in the installation of new programs, perform a variety of operational processes, and support and/or conduct internal training programs. May maintain and support company web sites and software used throughout the company. Will contribute to operational process improvement and manage projects to upgrade software.

Essential Job Duties and Responsibilities:

- Provide technical support and develop training for internal users of a variety of software.
- Evaluate the effectiveness of existing internal processes and applications and propose solutions and opportunities for automation and audit controls.
- Design, code, test, document and maintain programs, including continuous updates of in-house created programs. Write Program Documentation, help files, testing and training materials for current and future programs.
- Perform billing and file processing operational duties as required.
- Define, research, analyze, oversee and coordinate the implementation of various information systems projects developed in house as well as with outside vendor assistance.
- Coordinate with software vendors and end users to create specifications for customization requests and testing of software releases.
- Maintain web sites for both internal and external company needs.
- Maintain internal databases and provide requested reports and queries from the data.

Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - company policies, procedures, products and services.
 - general office practices and procedures.
 - project Management practices and principles.
 - T-SQL, C#.NET, ASP.NET, Windows Script Host and PHP.
 - SQL Server Reporting Services, XML, and Crystal Reports.
 - data warehousing, OLAP cubes, and SSIS.
 - operation of Billing and Customer Care systems in Utility company setting.
 - Fulfillment, Provisioning, and Workflow Integration procedures in Utility company setting.
 - computer hardware, operating systems, peripheral equipment, Oracle and MS SQL Server.
 - time management and organizational skills.

- Skill to:
 - write original material, edit, proofread and finalize written material.
 - gather and report numerical data and produce statistical reports.
 - operate various office equipment such as a computer, copy machine, fax machine and multi-line telephone.

- Ability to:
 - work independently.
 - troubleshoot, think analytically and be a problem solver.
 - train and teach others.
 - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
 - work completely and accurately under time constraints and deadlines.
 - read, analyze, and interpret reports.
 - provide excellent customer service.
 - work in a safe and effective manner.
 - function effectively as a team player.
 - maintain confidentiality of Cooperative records when required.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:

Bachelors' degree in information systems, management information systems, computer science or related field; 2-4 years of troubleshooting billings systems, provision/fulfillment systems or record keeping systems, scripting, and/or report development experience utilizing MS SQL Server or Oracle, ideally in the telecommunications, utility, manufacturing and/or service provider industry(s). Project management experience in an IS setting and/or web development experience a plus.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Additional Information:

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Employee Acknowledgement

Date

Revised Date: January 1, 2008, July 12, 2010