
Job Title: Systems Analyst**Location:** Service Center**Department:** Data Strategy**Job Status:** Full-Time**Reports To:** Data Strategy Manager**Job Grade:** 621**Pay Status:** Exempt**Date Created/Updated:** 8/1/2022

Position Summary

The Systems Analyst is responsible for providing technical support and maintaining the integrity, validity, and functionality of the respective assigned business applications. The Systems Analyst will lead and perform complex analysis in an evolving environment; which includes the following systems: Advanced Metering Infrastructure (AMI), Meter Data Management (MDM), Supervisory Control and Data Acquisition (SCADA), Outage Management System (OMS), Customer Information System (CIS), Geographic Information System (GIS), and other corporate business systems. In addition to having very strong technical skills, this position will have outstanding business process analysis and interpersonal skills. The Systems Analyst may be required to concentrate in one or more areas, Programming ability may be an integral requirement in some areas.

Essential Duties & Responsibilities

ESSENTIAL FUNCTIONS

- Maintains integrity of data in system and develops policies and procedures.
- Oversees the processing of all transactional data entry and the maintenance of all related tables to ensure the accuracy and consistency of all related record changes.
- Serves as a functional Liaison with Information Technology in relation to system implementations, conversions, and upgrades.
- Assists in the development of business requirements and evaluation of software capabilities as a user in order to ensure the best design of business system solutions.
- Assists IT as a functional user in the testing of system patches, tables, and reports.
- Supports various systems, such as for the AMI, MDM, SCADA, GIS, OMS, CIS, or other corporate business systems.
- Works internally and with the Applications Support group to define, secure and prepare for system upgrades and support.
- Develops recommendations and processes to improve operational performance ensuring adherence to department policies and procedures.
- Develops understanding of business processes, goals and strategies in order to collaborate in process improvement.
- Develops and provides training to associates and provides technical assistance and support, as needed.
- Formulates and prepares ad-hoc and project-related business reports to respond to departmental reporting needs.
- Performs other duties as assigned.

SCHEDULING/COORDINATING APPLICATION SOFTWARE INSTALLATION/UPGRADES

- Communication with vendor and/or IT management to determine application requirements.
- Determining user/department impact and communicate with users.
- Developing an implementation plan including any necessary training involved.
- Implement/upgrade in a test environment.
- Testing application.
- Updating documentation.

- Performing final productions upgrade/installation and training.

PROVIDING APPLICANT SOFTWARE CONFIGURATION AND ADMINISTRATIVE SUPPORT

- Maintaining application software user security configuration.
- Maintaining application software system configuration.
- Communication with application vendor to discuss administrative configuration options
- Using SQL queries/tools to report/update configuration options
- Maintaining internal and user application support documentation
- Working with server administration tools.

DEVELOPING SQL QUERIES FOR SOFTWARE TROUBLESHOOTING, INTERNAL REPORTS, AND APPLICATION DATA MAINTENANCE

- Utilizing SQL query tools to analyze underlying application data structure.
- Performing simple to moderately complex queries to correct data issues.
- Creating SQL query reports for end users
- Developing SQL queries to provide interfaces to other business system.
- Analyzing SQL code / Procedures to isolate data/process issues.
- Programming, as assigned

WORKING WITH VENDOR APPLICATION TECHNICAL SUPPORT TO RESOLVE ISSUES

- Contacting Vendor Technical Support team and communicate issues details.
- Working with vendor to determine if issues are vendor/user/IT related.
- Deciding upon an action plan to resolve issue.
- Testing action plan.
- Implementing resolution.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Information Systems

Work Experience Time Frame: One Year or More

Other: [Click or tap here to enter text.](#)

Certification and Licensures Requirements

[Click or tap here to enter text.](#)

Other Minimum Qualifications

- Bachelor's degree in Information Systems, Computer Science, Business Administration, or related field from an institution accredited by a nationally recognized agency.

- Must be available to periodically work after normal business hours or on weekends for emergency purposes.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Ability to learn various systems and applications, including AMI, MDM, CIS, CityWorks CMMS, M-Care Service Order System, and other NBU software

Experience with Machines, Tools, Equipment and Other Work Aids

Computers, Servers.

Physical Demands

Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings

Driving

Reaching: Frequently

- For Supplies
- For Files

Handling: Constantly

- Paperwork
- Monies

Kneeling: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Rarely

- Stairs
- Ladder
- Step Stool

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date