Support Analyst

Position Overview

Provide troubleshooting expertise to our corporate end users for mission critical and internally developed applications, participate in application testing, and assist with product and rate maintenance.

Essential Duties and Responsibilities

- Support and promote the mission, values and principles of Powernet
- Troubleshoot mission critical and internally developed applications
- Research system exceptions as they occur and correct data as necessary to ensure operations occur as usual for affected processes
- Provide ADHOC reporting and research using SQL
- Assist users with bulk data manipulation as needed for order processing and provisioning
- Interface with partners' technical support staffs
- Participate in usability and regression testing
- Assist with creation and maintenance of all rate tables within the billing system
- Assist with creation and maintenance of all MRCs and NRCs within the billing system
- Fix call records that error out in the billing system

Education, Experience and Skill Requirements

- Bachelor's or Associates degree in computer science or equivalent experience.
- An understanding of computer science concepts.
- Technical proficiency in relevant operating systems and relational database management systems
- Excellent verbal and written communication skills.
- Complex problem solving skills.
- Experience in writing material of a technical or factual nature.
- Exceptional customer service skills.

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:

-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; and

-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.