

Position: Operations Support - Data Analyst

Reports To: Operations Manager

Reporting To This Position: No Direct Reports

Purpose: Participate in the required data analysis activities to ensure the information captured during the deployment of the smart meters adhere to the operation requirements and associated performance metrics. The analysis will encompass multiple locations throughout the Province of BC. Will also work directly with the various operational resources including Operations Manager and the Application Support-Technical Analyst to ensure accuracy of the data collection process.

Duties and Responsibilities:

- Respond to various queries and generate reporting as requested by various operation resources.
- Conduct detailed investigations into the accuracy and completeness of meter exchange work order issues, field data queries, and handheld image issues as required.
- Validate and review field statistics to determine data issues.
- Ensure all data is appropriately entered into data systems in a timely and accurate manner.
- Analyze Premise Review Work Orders and approve or re-dispatch work orders to appropriate crews.
- Document clearly defined changes and requests to the IS Application Support Technical Analyst.
- Prioritize requests based on operational and Information Services requirements.
- Assist in designing and completing IS Change Requests and is aware and adheres to auditor requirements for data corrections and changes.
- Examine documents and resources, and monitor work processes in order to assess completeness, accuracy, and conformance to standards and expectations.
- Gain familiarity with the entire work processes of field data collection.
- Provide assistance to the Planner / Scheduler / Dispatcher or Operational Support Technical Analyst as required.

This description is a guide to the general work to be performed and is not intended to be a complete statement of the position.

Requirements:

- Associate Degree in Computer Information Technology or equivalent education.
- Minimum of two years experience providing customer service-related support within in a technical environment.
- Advanced working knowledge of Windows operating systems and Microsoft Word, Excel, Outlook, and Internet Explorer.
- Strong technical knowledge of Windows 7 and Windows XP.
- General knowledge of mobile handhelds or Enterprise digital assistants, running Windows Mobile 6 and higher.
- Experience with Motorola Enterprise Digital Assistant MC 75 and MC 9500 is an asset.
- Knowledge of best practices in security management (i.e. encryption practices, access control).
- Previous experience in documenting and recording solutions using a ticket management system.
- Demonstrated ability to provide excellent customer service to a wide range of users.
- Excellent problem solving and troubleshooting skills.
- Ability to work well in a fast-paced, changing environment.
- Strong communication skills and ability to convey information effectively.
- Proven problem solving and analytical skills with an attention to detail.

Job Description

- Ability to prioritize requests based on operational requirements.
- Ability to lift computers and transport heavy equipment.
- Maintain a valid BC driver's license and be able to meet minimum company driving record requirements.
- Successfully pass a criminal background check.
- Fluency in a second language is an asset.