

Position: Energy Markets Software Analyst
Reports to: Manager, Billing and Settlement Operations
Position Type: Technical Support/Client Services
Position Level: Level A
Location: Toronto, Ontario, Canada

OVERVIEW

The Energy Markets Software Analyst works with the company's client services department that provides outsourced billing and settlement services to clients that are energy retailers. As a member of this team, you will work closely with the development and operations teams performing a variety of tasks using state of the art software systems, including supporting the operation of the billing and settlement systems and providing services to clients.

KEY SKILLS AND ABILITIES REQUIRED

Client Relationship Management

- Communicate with clients via telephone/email

Technical Support

- Troubleshoot erroneous processing of billing system data, and takes corrective actions
- Understand SPI's products
- Contribute to internal knowledge bases and documentation
- Work with the development team to resolve software application issues and bring forward ideas to improve SPI's billing and settlement application
- Contact personnel at other companies that send data to SPI's computerized customer and billing system to request assistance in troubleshooting and resolving system errors

Market/Business Knowledge

- Understand how clients use our products
- Understand Electronic Business Transactions

Stakeholder Communications

- Responsible for escalating issues when required
- Communicate with clients effectively and in a timely manner

Internal Management

- Work as an effective team member

KEY SKILLS AND ABILITIES REQUIRED

Job Knowledge Requirements

- Must be very comfortable with MS Excel
- Possess database skills and familiarity with using and querying databases
- Possess excellent written and verbal communication skills and demonstrates professionalism when dealing with clients and business partners

- Able to collect, review and input data into computerized billing system
- Able to audit results of billing system processing of billing data, and takes corrective actions
- Basic knowledge of XML is desirable
- Have a general understanding of SPI's products and services offerings

Work Experience Requirements

- Proven ability to use basic software applications and computers in general

Educational Requirements

- University degree preferred

Important Skills and Abilities

- Goal oriented and organized
- Able to plan and multi-task
- Strong problem solving skills
- Able to take responsibility for task assignments
- Reliable
- Demonstrates initiative with respect to personal growth and development
- Exercises excellent judgment
- Has strong understanding of what the company does and who stakeholders are
- High level of foresight and learning capability