

Position: Energy Markets Software Analyst
Reports to: **Manager, Energy Market 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 ACTIVITIES

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

- Able to collect, review and input data into computerized billing system
- Basic knowledge of XML is desirable
- Have a general understanding of SPi's products and services offerings
- Must possess database skills and experience querying relational databases (Oracle 9i preferred) using SQL
- Able to review results of billing system processing through logs and database alerts, identify errors and exceptions, and take corrective actions
- Able to demonstrate strong problem solving skills, good telephone manners and excellent written communication
- Must have some knowledge of XML, Java (J2EE), JBOSS, VBA and web programming

Work Experience Requirements

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

Educational Requirements

- University degree preferred

Important Skills and Abilities

- Able to work under general supervision
- Strong ability and desire to learn
- Demonstrate attention to detail and diligence
- Able to take direction
- Show initiative
- Able to adapt to formal rules and regulations
- Strong problem solving and analytical skills
- Creativity and latitude is required
- Other duties as assigned



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