Position description

Position title	*Billing Operations Analyst – Customer Applications*
Group / Branch	*Finance and Digital / Business Technology Services (BTS)*
Reports to (Title)	*Principal Billing Operations Analyst*
Competency level	***Individual Contributor***

Job Purpose

The Billing Operations Analyst supports the delivery of operational support services across South East Water's critical billing and customer relationship management (CRM) systems. They are to provide support and guidance to both internal and external stakeholders.

It is a "hands-on" role, responsible for providing system administration, support, operational, testing and change management activities in relation to the delivery of quality customer service across South East Water's critical billing applications and solutions.

South East Water's billing and CRM landscape is a mixture of internal applications and solutions, system interfaces and external vendor services. The role provides services for both internal South East Water customers and external vendors.

The role is critical to ensuring that the business meets corporate objectives and requirements in revenue and customer service, supporting the organisations' ability to receipt monies, read meters, bill customers, raise charges, run debt recovery processes and answer/resolve customer enquiries. The role includes some critical billing processes that are performed afterhours and on weekends as required to support the business.

Position Context

Scope of job

The Business Technology Services branch is responsible for the delivery and support of Information Technology within South East Water, and is aligned under South East Water's sustainability strategy.

The role is critical to ensuring that the business meets corporate objectives and requirements in revenue and customer service, supporting the organisations ability to receipt monies, read meters, bill customers, raise charges and answer/resolve customer enquiries.

Overall impact

This role has significant impact and shared responsibility on the use of Information Technology applications, software and services across the entire organisation. Decisions made can affect all staff and will impact on the longer term use of IT services throughout the organisation.

Key Accountabilities

The Billing Operations Analyst - Customer Applications is responsible for:

Customer Service Support
The management and operation of one or more customer service or service desk functions. Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services. The delivery of customer service through multiple channels including human, digital, self-service and automated.

Level 3 - SFIA
Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

Application Support
The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

Level 3 - SFIA
Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.

Problem Management
The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

Level 3 - SFIA
Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.

Business Analysis
The management of the processes, systems and functions to package, build, test and deploy changes and updates (which are bounded as releases) into a live environment, establishing or continuing the specified service, to enable controlled and effective handover to operational management and the user community. The application of automation to improve the efficiency and quality of releases.

Level 3 - SFIA

Uses the tools and techniques for specific areas of release and deployment activities. Administers the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.

Requirements and Definition Management
The elicitation, analysis, specification and validation of requirements and constraints to a level that enables effective development and operations of new or changed software, systems, processes, products and services. The management of requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services. The negotiation of trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints. The adoption and adaptation of requirements management lifecycle models based on the context of the work and selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.

Level 2 - SFIA
Defines test conditions for given requirements. Designs test cases and creates test scripts and supporting data, working to the specifications provided. Interprets, executes and records test cases in accordance with project test plans. Analyses and reports test activities and results. Identifies and reports issues and risks.

Testing
The planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified (including security requirements), and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested.

Level 2 - SFIA
Defines test conditions for given requirements. Designs test cases and creates test scripts and supporting data, working to the specifications provided. Interprets, executes and records test cases in accordance with project test plans. Analyses and reports test activities and results. Identifies and reports issues and risks.

Knowledge, Skills & Experience

Minimum level of educational qualifications required for the role
- Degree-level qualifications in Information Technology or working towards relevant technical qualifications. Equivalent experience to perform role.

Experience and Knowledge
- Good analytical and problem-solving skills.
- Ability to manage multiple problems at once and prioritise issues.
- Possess good organisational and customer service skills.
- Ability to work as a team member.
- Good oral and written communication skills.

- Previous experience in Service Desk support environment, providing IT support services within a similar sized organisation is desirable.
- Familiarity with customer oriented call centre, billing, and connection / disconnection operations.
- Experience and knowledge in CRM systems and processes is desirable.
- Experience and knowledge in the Billing systems and processes including billing engine, meter reading, payment processing and debt management modules is desirable.
- Knowledge of MS Office productivity tools such as Word, Excel, PowerPoint & Visio

Highest level of skills required to perform at a competent level

SFIA Level of Responsibility – Level 2
Autonomy
Works under routine direction. Uses limited discretion in resolving issues or enquiries. Works without frequent reference to others.

Influence
Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.

Complexity
Performs a range of work activities in varied environments. May contribute to routine issue resolution.
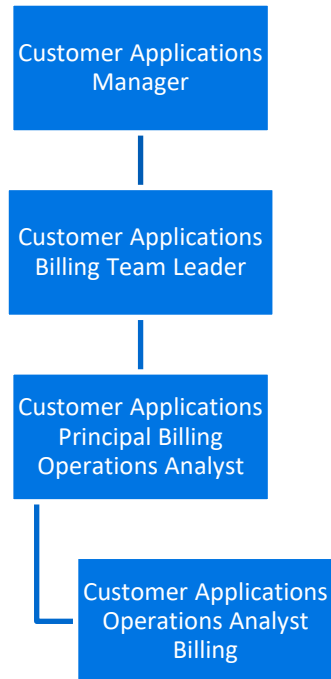
Business Skills
Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs new information when it is presented systematically and applies it effectively.

Dimensions

Organisational Chart

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│  Customer Applications   │
│        Manager           │
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              │
┌─────────────────────────┐
│  Customer Applications   │
│  Billing Team Leader     │
└─────────────────────────┘
              │
┌─────────────────────────┐
│  Customer Applications   │
│   Principal Billing      │
│   Operations Analyst     │
└─────────────────────────┘
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    ┌─────────────────────────┐
    │  Customer Applications   │
    │   Operations Analyst     │
    │        Billing           │
    └─────────────────────────┘
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Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in **Instrument of Delegations** None

Compliance management responsibilities outlined in the **compliance and obligations register** None

Security for Critical Infrastructure identified role: No