

## UTILITY INFORMATION SYSTEMS BILLING SPECIALIST

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### **DEFINITION**

Under general supervision, performs billing systems application and other information technology analytical work of complex difficulty; and performs other related duties as required.

### **DISTINGUISHING FEATURES**

This classification assists in billing and other related information system application functions and analysis of specialized databases. Positions allocated to this class may be assigned to perform work in billing, finance, and payroll. Initially, work is closely supervised; but as knowledge, experience, and skill are gained, supervision becomes more general.

### **EXAMPLES OF DUTIES**

1. Performs work involving the utilization of enterprise level applications and relational database technology for efficient management of information.
2. Assists in the maintenance of and troubleshoots problems with specialized databases and enterprise applications such as customer information systems.
3. Prepares detailed documentation and operating instructions of application functions and work processes.
4. Maintains and stays current with customer information system, billing, and database knowledge, principles, and industry trends.
5. Trains and coaches users on system applications, processes, and databases.
6. Builds and runs queries for routine and specialized reports.
7. Confers with users, supervisors, and other technical personnel in resolving problems encountered in the use of application systems.
8. Selects and prepares input data which will verify a query program's intended effectiveness, and to test the query programs.
9. Reviews and rewrites queries in order to increase operating efficiency or to update queries to new requirements.
10. Assists with requests and inquiries from users regarding application systems, billing, and databases.
11. Creates, runs, and distributes database queries and reports that may include sensitive data and confidential information while maintaining privacy, security, and integrity principles.
12. Oversee and assist with billing and other related information technology processes.

### **EMPLOYMENT STANDARDS**

#### Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited two year college with course work in Business, Mathematics, Engineering, Management Information Systems, Computer Science or closely related field.

Experience: Three years of progressively responsible work experience in computer database applications and information systems.

#### Knowledge

Knowledge of the principles of query programming, complex enterprise information systems, relational databases, integration of systems through formatted data files, and system documentation procedures; principles and practices of electronic data processing; billing and financial concepts; cyber security and data privacy concepts; use of network applications; application development tools; spreadsheet and database applications; and client/server technology principles, uses and operational characteristics of information technology hardware and software, and networks; meter reading devices, and customer information databases.

Ability

Ability to work in a fast-paced environment; prioritize and organize multiple tasks, often requiring attention to detail; and understand and follow instructions, flow charts, and documentation; use information systems involved in the performance of job functions; analyze procedures and data, and develop logical conclusions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; and establish and maintain effective working relationships with those contacted in the course of work.

Special Requirement

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

CL: Human Resources Department

2/12/15