

## **POSITION DESCRIPTION**

**TITLE: BUSINESS SYSTEM ANALYST**

**REPORTS TO: IT BUSINESS SYSTEMS MANAGER**

### **BACKGROUND**

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Energy Trust of Oregon, Inc. is an independent nonprofit organization dedicated to energy and renewable energy development. We serve Oregon customers of Portland General Electric, Pacific Power, NW Natural and Cascade Natural Gas.

### **GENERAL POSITION SUMMARY**

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Under the general supervision of the IT Business Systems Manager, this position manages the operation of the FastTrack program tracking system. The FastTrack system is used by internal and external Energy Trust staff and contractors responsible for energy efficiency and renewable energy programs to track program delivery and process incentive payments for related projects. This position analyzes, maintains the application, integrations and database objects that comprise the system and takes a lead role in coordinating the development of new functionality.

This individual works as part of the IT team and uses proven management, analytic, technical, communication and problem-solving skills to help maximize the capabilities and use of the FastTrack program tracking system. This role serves as an integral part of the IT Department and, as such, may be called upon to perform other IT duties in addition to those detailed below.

### **ESSENTIAL FUNCTIONS / MAJOR RESPONSIBILITIES**

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- Manages the basic configuration of the FastTrack Program Tracking System and performs or coordinates system administration and maintenance tasks to keep assigned systems functioning efficiently.
- Works with operations analysts, program management contractors, program allies and IT staff to maintain and evolve integrated applications and systems.
- Plans for and manages requirements gathering processes to support the development and testing of new, changed and enhanced features and functions, including web services and other application integrations.
- Provides expert advice on the availability of system functionality to deliver requested business capabilities.
- Develops and reviews documentation and training that support the operational use of this system.
- Trains internal and external users in the use of the program tracking application and tools.
- Helps plan and assist in the nondisruptive migration of data to new, integrated business system structures

- Serves as a liaison between business, IT, consulting and development teams.
- Coordinates the translation of requirements and needs into the forms, code changes, data structures, approvals and tasks necessary to successfully implement application and data changes in accordance with IT and internal control procedures.
- Assist with the design of systems to support data integrity, reporting accuracy, and optimal performance.
- Manages projects using an appropriate project management methodology.
- Communicates the status of key activities, risks, and issues to IT leadership and project stakeholders.
- Analytical lead working with program management contractors and program allies to facilitate the input of program data and help them use the application efficiently and effectively.
- Investigates and resolves issues related to the program management application or its data.
- Investigate, troubleshoot and resolve issues related to applications and data.
- Assists other IT team members in system integration tasks.
- Implements, monitors, and enforces IT-related procedures, processes and practices.
- Carries out other duties as may be assigned or requested.
- Performs all functions of the job in a safe and conscientious manner.

## **SUPERVISORY RESPONSIBILITY**

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- Supervises interns and administrative staff who may be assigned to assist with the tasks listed above.

## **POSITION REQUIREMENTS**

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- Bachelor's degree in Computer Science from an accredited college or university; or equivalent education/experience in the information technology field.
- 2 years of previous experience as a business systems analyst working on an integrated business system or ERP solution. Experience with the Epicor software suite is preferred.
- 4 years of IT experience.
- Experience providing software-related customer support and training to a non-technical user base.
- Experience managing a tracking and internal control application or system, such as accounting, procurement or project management, in a complex business environment.
- Familiarity with standard business processes and reporting.
- Demonstrated ability to extract and refine data needs from diverse audiences.
- Knowledge of analytical and transaction processing programming and SQL server database objects is preferred.
- Some experience working with XML and web service development is preferred.
- Strong familiarity with Microsoft Office applications.
- Project management training or experience.
- Experience with Business Intelligence, Crystal Reports or similar reporting tools is desirable

The above information is designed to outline the functions and position requirements of this job. It does *not* identify all tasks that may be expected, nor address the performance standards that must be maintained.

Qualified individuals please submit a cover letter, resume and employment application (found on website) to:

Position: Business Systems Analyst  
Attn: Kathleen Cannon  
Energy Trust of Oregon  
851 SW Sixth Ave., Suite 1200  
Portland, Oregon 97204

Or via email at [Kathleen.cannon@energytrust.org](mailto:Kathleen.cannon@energytrust.org)

Salary commensurate with experience and skill set  
Competitive benefits package  
This position will remain open until filled

Energy Trust of Oregon, Inc. is an equal opportunity employer  
[www.energytrust.org](http://www.energytrust.org)