



POSITION DESCRIPTION

TITLE: SENIOR TECHNICAL BUSINESS SYSTEMS ANALYST

REPORTS TO: SENIOR IT BUSINESS SYSTEMS MANAGER

BACKGROUND

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

Under the general supervision of the Senior IT Business Systems Manager, this position analyzes, develops, implements, maintains and manages Energy Trust IT systems to fulfill business requirements. Internal and external Energy Trust staff and contractors use the systems to collaborate, manage processes and manage and track information about energy efficiency and renewable energy program participation.

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 their assigned applications/systems. 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

- Support the basic configuration of Business Objects, MOSS 2007 and SharePoint applications/systems and software.
- Develops the SharePoint rollout strategy and drives the rollout and adoption of SharePoint in the organization.
- Provide expert advice on the availability of SharePoint and data warehouse functionality to deliver requested business capabilities.
- Define, implement, and operate SharePoint governance model that provides structure for site rollouts and content management.
- Develop and review documentation, training and training materials that support the operational use of these systems.
- Serve as a liaison between business, IT, consulting and development teams.
- Manage projects using an appropriate project management methodology and communicate the status of key activities, risks, and issues to IT leadership and project stakeholders.

- Plan for and manage requirements gathering processes and the development and testing processes for new, changed and enhanced features and functions for assigned applications/systems.
- Assist with the design of data structures to support data integrity, reporting accuracy, and optimal performance.
- Perform system administration and maintenance tasks to keep assigned systems functioning efficiently.
- Work with operations analysts, program management contractors, program allies and IT staff to maintain and evolve assigned applications/systems.
- Resolve operational questions and issues related to applications/systems.
- Assist with program management data analysis, reconciliation, data quality and audit tasks.
- Investigate, troubleshoot and resolve issues related to applications and data
- Assists other IT team members in system integration tasks.
- Implement, monitor, and enforce IT-related procedures, processes and practices.
- Carry out other duties as may be assigned or requested.
- Performs all functions of the job in a safe, secure and conscientious manner.

SUPERVISORY RESPONSIBILITY

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

POSITION REQUIREMENTS

- Experience developing and implementing Business Intelligence and data warehouse solutions, preferably using dimensional modeling.
- Intermediate level of experience with Business Objects Enterprise tools and administration or other ETL technology. Recent experience with InfoView, Data Services, Universe Designer, Crystal Reports 2008, Web Intelligence and Xcelsius is preferred.
- 2 years of previous experience as a business systems analyst or systems analyst.
- 4 years of IT experience.
- SharePoint/MOSS 2007 certification and some expertise in the WFF coding framework is desired, but not required.
- Bachelor's degree in Computer Science from an accredited college or university; or equivalent education/experience in the information technology field.
- Project experience in the implementation of CRM or SharePoint systems.
- Demonstrated experience in systems, data or business analysis.
- Relational and/or other database experience, preferably with SQL Server 2005.
- Experience providing software-related customer support and training to a non-technical user base.
- Familiarity with standard business processes and reporting.
- Demonstrated ability to extract and refine data needs from diverse audiences
- Strong customer service orientation and a demonstrated ability to excel in a collaborative team environment.
- Demonstrated written and verbal communication skills.
- Experience with SharePoint and Microsoft Office applications

- Experience with enterprise CRM applications with GoldMine experience desirable
- Project management training and experience managing projects using an accepted methodology desirable.
- Ability to work off-hours and extended hours as needed to support IT processes and timelines.

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 application (found on website), cover letter and resume to:

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

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