

CUSTOMER INFORMATION SYSTEM ADMINISTRATOR

PURPOSE AND NATURE OF WORK

This position is responsible for operations, maintenance, problem solving and updating work on the utility customer information system (CIS), including Customer Care and Billing (CCB), Automated Metering Infrastructure (AMI), Meter Database Management System (MDMS), Outage Management System (OMS), and/or Distribution Management System (DMS). Nature of work is technical computer application, database management and security, complex system integration, and requires coordinating the efforts of employees of different departments participating in teams and steering committees. Incumbent performs work independently, has supervisory responsibility for a small staff, and reports to the Customer and Support Services Manager or Network Engineering and Operations Supervisor.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Provides technical direction for the day-to-day implementation and operation of the CIS system. Develops and maintains standards for all CIS applications. Defines, compiles and tests data structures. Sets up new databases to help users access data and oversees modifications made to the CIS system by programmers. Finds ways to improve the efficiency of the system. Coordinates training for CIS staff, team members, and users. Ensures that backups are performed regularly and completely. Examines and reviews database structures for all CIS applications to ensure they are correct and usable by all parties. Gives direction to programmers to help meet user requests for special information from the CIS system. Oversees CIS hardware and software upgrades for all CIS applications and approves necessary purchases. Manages CIS vendor contracts and participates in the acquisition of training aids, equipment, and stock supplies. Writes specifications for purchase of CIS-related equipment and/or contractual services. Tracks the progress of the CIS system and furnishes reports to management. May work nights and weekends as required for system updates and problem solving.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of utilities billing and customer information systems, processing methods and techniques.

Thorough knowledge of relevant CIS hardware and software using an Oracle database.

Considerable knowledge of programming languages.

Considerable knowledge of database concepts.

Knowledge of contract management.

Ability to solve technical problems quickly and efficiently.

Ability to plan, organize and manage the work activities of employees in different locations.

Ability to translate technical concepts and terminology in terms understandable to individuals with differing levels of expertise and computer use.

Ability to form and maintain effective working relationships with employees of different departments, public officials and general public (customers).

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major course work in computer science or a related field, and considerable experience in customer information system design, implementation and management; or any equivalent combination of training and experience.