

BILLING SYSTEM SPECIALIST

DEFINITION

Under supervision, performs work of moderate difficulty developing, administering, maintaining, and supporting the billing automated information and operations systems.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Revenue Manager.

Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

The Billing System Specialist is a specialized, technical class in which incumbents develop, administer, maintain, and support multi-work station local area networks on personal computers and billing related computer systems. Incumbents provide lead direction and training to subordinate employees in the performance of duties and may provide input for performance evaluations and disciplinary actions. This is a single position class assigned to the Utilities Billing & Collections Division.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to the following.)

May provide lead direction and instruct clerical staff in work procedures; responsible for all facets required to professionally prepare City Utilities invoices.

Assists in installing and maintaining end-user computer operating systems and application software while complying with defined requirements; modifies software, when required, to satisfy user requirements.

Assists and provides technical support in the installation of computers and peripheral equipment.

Troubleshoots problems on systems and work stations to identify the nature of the problem; corrects failures within capabilities and provides assistance or refers to appropriate party, as needed.

Participates in analysis of computer and software needs; participates in feasibility studies for new or enhancements to division computer systems.

Tests and refines system application programs for use on division equipment.

Audits daily staff data input for process accuracy.

Monitors system job status to ensure accuracy for account billing.

Prepares annual billing cycle calendars and ensures processes are completed accordingly.

Works with other H.T.E user departments regarding system billing functions.

Prepares and maintains program and user identification, categorization, documentation, and protection of all Department data resources.

Develops, coordinates and conducts training in computer applications and operations of new or modified systems and equipment.

Develops written and electronic training materials, and assists in writing and/or updating of user and procedure documentation.

Identifies, reports, and tracks system issues with software vendor.

Networks with the Finance and Information Services Departments on statistical or system programming matters.

Works with sub-system vendors and staff on related projects and on system issues affecting end users.

Provides cost benefit analysis on division procedures with an emphasis on efficiency improvements; reviews policy and procedural changes in programs to determine the impact on current software applications and makes necessary changes to the existing software applications.

Performs other duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Computers, networks, software and communications systems.

Analysis techniques and methods, data reporting and billing procedures.

Principles and practices of public utility billing information systems administration, and computer documentation methods.

Training methods and procedures.

System report writing software.

Skill to:

Operate an office computer and a variety of word processing and software applications.

Ability to:

Operate and troubleshoot computers and peripheral equipment.

Work independently and satisfactorily establish, maintain, and analyze the division billing system and work procedures.

Prepare clear, concise, and comprehensive records, reports, correspondence, and other written materials.

Prepare and conduct user training in the operation of computers and peripheral equipment.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Experience:

One year of full-time paid work experience which included implementation of automated systems applications, systems programming and analysis, or design, installation, and maintenance of local area networks.

Education:

Graduation from an accredited college or university with an Associate's degree, or the completion of sixty (60) semester units, in computer applications and systems, information management, business administration, or a related field;

Special Requirement(s):

Possession of a valid California Driver's License may be required at time of appointment.

May be required to work weekends, holidays, and nights.

APPROVED: _____

Director

DATE: _____