DEVOPS Systems Analyst

Job Description

Util-Assist is expanding and requires a strong Systems Analyst to assist in its growth in areas of net new systems, (design, development scope, mapping business process to systems, implementation, validation testing, and change management) management of implementations, mapping and documenting interfaces between legacy and new systems, and managing the Software Development Life cycle, (SDLC). This position will report to Executive Management, (Practice Leads for CCP/PACE, Systems Architect, and Integration) and has a start date of August 2018.

About Util-Assist ………

Established in 2005, Util-Assist was created at a time when the utility industry was at a juncture of rapid change, with the Ontario government set to mandate AMI and time-of-use rates for electricity. Util-Assist seized the opportunity to use industry experience to support utilities and protect their interests by operating in the middle ground between vendors and customers in the electric, water and gas utility industry. As Ontario was one of the first jurisdictions in North America to mandate Smart Meters be installed on every home, Util-Assist now applies the knowledge we have gained to projects in other provinces and in the United States. To date, Util-Assist has completed over 70 AMI projects.

Util-Assist's mission is to develop simplified solutions to position our clients as leaders in efficiency, innovation and conservation. We understand the utility perspective and have developed innovative, compelling solutions to address utility needs, increase efficiencies, and ensure best value. By continually monitoring the evolving industry and keeping pace with technological advances, we have been able to develop new products and services that allow us to consistently meet and stay one step ahead of utilities' emerging needs. These new solutions include PowerAssist, a 24 x 7 outage management call centre service designed to scale for peak call volumes and widespread outages, Community Conservation Program, an enhanced customer engagement portal that shows customers how much they are consuming, and CustomerAssist for back-end billing, hosting, call centre and data analysis services.

Skills/Qualifications

A successful candidate will have the following skills:

- broad knowledge of hardware, software and programming.
- coordinate application development for multiple projects.
- define application problem by conferring with clients; evaluating procedures and processes.
- assist in troubleshooting software application issues and identify modifications needed in existing applications to meet changing user requirements.
- analyze data contained in databases and identify data integrity issues with existing/proposed systems and implement solutions.
- identify opportunities that can improve efficiency of business processes.
- provide assistance and advice to business users in the effective use of applications and information technology.
- participate on IT project steering committees and be involved in the design phase of any new IT software development projects.

- serve as a liaison and facilitator between all business units to assist in addressing and resolving IT software/hardware issues.
- ensure appropriate standards and procedures are adhered to during the development process to support a quality deliverable.
- develop, supervising and documenting testing schedules for complete systems validation.
- understanding software development lifecycle, (SDLC).
- working closely with colleagues, developers, testers and a variety of end users to ensure technical compatibility and user satisfaction.
- the ability to learn quickly and contribute to a team effort.
- good interpersonal and client-handling skills with the ability to manage expectations and explain technical detail.
- overseeing implementation of a new systems including data migration.
- ensuring that budgets are adhered to and deadlines are met.
- excellent oral, written, and presentation skills.
- planning and negotiating skills.
- keeping up to date with technical and industry developments.
- initiative and self-confidence.

As a systems analyst, you will be expected to have a solid working technical knowledge of:

- system design, programming as well as analytical skills.
- identifying and documenting systems interface requirements.
- MS SQL along with other flavours of SQL.
- technical experience with systems, networking, databases, web development, application use and development and user support.
- managing cloud based services.
- Microsoft .NET, Visual Basic, Excel, Word, Outlook, HTML, Office Suite, Visio.

Experience

- should have a minimum of 7 years of technology experience with at least 5 years as a systems analyst.
- extensive knowledge of data processing, data mining, hardware platforms, and enterprise software applications.
- strong background in database design, structure, and composing SQL queries.
- solid project management skills with effective results focus within an information systems environment.
- experience in the development and implementation of standards, procedures and guidelines to support operational processes.
- self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities.
- proven ability to be flexible and work hard, both independently and in a team environment, in a high pressure on call environment with changing priorities.
- willingness to work occasionally outside of normal business hours.
- be a results oriented individual who thrives working in a fast paced environment.

If you are qualified and interested in applying for this position, please submit your resume to HR@util-assist.com by August 19, 2018.