



SYSTEMS ANALYST/REPORT WRITER (\$5,327-\$7,565/month DOE)

Public Utility District No. 1 of Cowlitz County (better known as Cowlitz PUD) is a publicly owned municipal corporation of the State of Washington. The purpose of this municipal corporate organization is for efficient generation, transmission and distribution of electrical energy. The PUD is owned by the residents of Cowlitz County and operates on revenues from the sales of its services. The PUD has limited statutory authority to levy taxes.

Reporting to the Enterprise Applications Manager, the Systems Analyst/Report Writer will be responsible for providing support to end users in the organization about how to utilize the capabilities of enterprise application programs efficiently and effectively in fulfilling business objectives. This position is also responsible for writing complex reports using Cognos Report Studio in support of business needs.

The ideal candidate must have a Bachelor's degree in information technology field plus four (4) years of experience in information technology working with an ERP system or a combination of degreed education and relevant experience to equal eight (8) years.

Cowlitz PUD is an Equal Opportunity Employer, and all qualified candidates are encouraged to apply. This recruitment will remain open until Friday, February 10, 2012. To apply for this position you must complete the District's application and supplemental questions (attached), and provide a cover letter and resume. ***Incomplete application packets will not be considered.***

Please submit to:

Cowlitz PUD
Attn: HR
PO Box 3007
Longview, WA 98632

OR

Scan and email to:

jobs@cowlitzpud.org

COWLITZ COUNTY PUD NO. 1
STAFF JOB SPECIFICATION

PREPARED: December 2011

POSITION: Systems Analyst/Report Writer – Grade IV
Exempt Salary Position

POSITION PURPOSE:

The System Analyst's role is to deliver support to end users in the organization about how to utilize the capabilities of enterprise application programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers.

This position is also responsible for writing complex reports using Cognos Report Studio in support of business needs.

REPORTS TO: Enterprise Applications Manager

DUTIES:

Systems Analyst

Strategy & Planning

- Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
- Evaluate documented resolutions and analyze trends for direction to prevent repeated future problems.

Acquisition & Deployment

- Conduct research into software application products and services in support of development and purchasing efforts.
- Provide support for the testing of new and existing software applications under development or consideration for purchase.

Operational Management

- Field incoming problem tickets from end users to resolve application and software issues within servers, databases, and other mission-critical systems.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Prioritize, schedule, and administer enhancements where defect resolution is required.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Record, track, document, and share the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.

- Maintain and enhance performance of all new and existing software and applications across the organization.
- Identify and learn appropriate software applications used and supported by the organization.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution as required.
- Apply diagnostic utilities to aid in troubleshooting.

Report Writer

- Responsible for report writing utilizing Oracle & Microsoft SQL databases in an SOA environment utilizing the Cognos suite of products including Framework Manager, Report Studio and Query Studio.
- Works with departments to understand and translate their business needs into technical specifications and ultimately reports.
- Participates in converting other system reports to Cognos. This includes researching data availability and format, designing and publishing reports, as well as enhancement and maintenance of existing reports.

SKILLS, KNOWLEDGE AND ABILITIES:

- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.
- Exceptional ability working in a team-oriented, collaborative environment.

PHYSICAL ACTIVITIES:

- Must be in good physical condition.
- Must be able to work for moderate periods of time in a seated position.
- Job will require some walking, stooping, bending and extensive hand, wrist and finger movements using computers.
- Must have good hand-eye coordination.
- Must have color vision and night vision.
- Must hear and be heard in spoken conversation with background noise.
- Must have adequate eyesight for prolonged computer use.

WORKING CONDITIONS:

Well lit, temperature-controlled office building.

EXPERIENCE AND TRAINING:

- BA or BS in Information Technology field plus 4 years of experience in information technology working with an ERP system or a combination of degreed education and relevant experience to equal 8 years.
- Working knowledge of relational database concepts and structures.

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Experience with building and maintaining databases for query and problem tracking.
- Good understanding of the organization's goals and objectives.
- Experience using report writing tools desired. Cognos report authoring knowledge is a plus.
- Familiarity with Service Oriented Architecture utilizing Oracle and/or BizTalk a plus.

OTHER REQUIREMENTS:

- Demonstrate ability to be punctual and regular in attendance.
- Must be neat in appearance.
- Must be able to pass District physical examination.
- Must have a valid Driver's License and be able to drive safely in all road/weather conditions.
- Must qualify for District's auto liability insurance.
- Must have operating telephone at residence to assure accessibility for emergency call out.



SYSTEMS ANALYST / REPORT WRITER

SUPPLEMENTAL QUESTIONS

Please respond to each of the following four questions, limiting your responses to no more than 1 page per question. Concise answers to each question are appreciated.

Candidate Name: _____

1. Your manager has assigned you a task to prepare specifications to purchase a new application. What will you do?

2. A number of users continue to have difficulty in using a new application. The number of support requests is far and above what was expected. How would you address this problem?

Candidate Name: _____

3. How confident are you that you can learn an ERP and become highly skilled in it?
What is your approach to learn a new software or system?

4. Based on your experience, please describe 3 factors that are the most critical success factors of an IT project.
