

EC-Power Career Application Hosting Analyst Job Description

Application Hosting Analyst

This individual is responsible for performing scheduled operation duties, system administration, and support coordination concerning application and infrastructure enhancement initiatives as related to our hosted applications. EC Power hosts several applications including other partner software. We are responsible for the first level of support for the customer information billing systems as well as other hosting responsibilities.

Job Responsibilities

The job responsibilities include but are not limited to: customer service related to billing system issues, administrative tasks such as reporting and logging issues, problem solving technical issues related to billing systems and/or EDI systems, responsible for performing upgrades/changes/fixes to Linux, Windows, BizTalk and other proprietary billing systems. The job requires 24x7 on call pager support on a rotating basis.

Candidates needs to posses the following skills or demonstrate a willingness to develop skills that are missing:

LINUX/UNIX Comprehension

- General understanding of the OS and ability to perform basic functions using Linux commands
- General understanding of Apache Tomcat running in a Linux environment

WINDOWS Comprehension

- General understanding of the OS and ability to perform basic functions

EDI/XML/Electronic Commerce

- General understanding of EDI translation software, experience using GENTRAN NT or GIS translation software would be beneficial
- Familiar with ANSI X12 standards and practices and transaction analysis
- Familiar with B2B Communications methods, using http, https and ftp protocols
- Basic understanding of encryption methods and terminology
- Market Transaction Process Flows/Rules – TX Electric deregulation is a requirement
- Analysis & problem solving skills of market transactional issues

BIZTALK Translator

- General comprehension in either BizTalk 2002 or BizTalk 2006

Data Base

- Experienced with SQL, ability to write basics queries and understand basic database structures
- General comprehension of SQL Server 2000 and SQL Server 2006

Application Analysis Experience

- Familiarity with billing systems as either customer service representative or billing clerk
- Capable of communicating system and transaction status to customer and supervisors both orally and written
- Ability to analyze complex problems with billing systems and there related technical components and determine solutions
- Ability to function in a multi-task environment
- Good organization skills & Excellent customer service/relation skills
- Ability to provide off hours support, which involved participating in a pager rotation