

JOB TITLE	Billing Application Support Specialist	DEPARTMENT	Network Services
JOB GRADE		LOCATION	Tacarigua
Supervisor	Billing Support Supervisor	DATE	April 2010

Billing Application Support Specialist Job description

▪ SUMMARY AND BASIC JOB FUNCTION:

Responsible for the integrity of all aspects of Billing, Revenue Assurance and supporting applications. Will also troubleshoot, resolve and escalate issues with Billing and Provisioning application.

PRINCIPAL ACTIVITIES, DUTIES AND RESPONSIBILITIES:

- Liaising with other departments to understand new services coming on stream in the company's portfolio, understand and categorize the types of services
- Create Rate Codes for all services included in the company's offering
- Upgrading rate codes on a timely basis
- Communicating the rate codes with Finance and Sales to ensure that they are understood and used correctly
- Provide extractions from the database for billing, service analysis or other purposes
- Provide expertise in the system and rate codes for developments in service improvement
- Ensure that the rate codes and ramps are created in line with the agreed schema and validated for accuracy of data generated
- Ensure that the application is stable and provides a reliable platform for sales, service and billing
- Ensure database access and connectivity support.
- Create and manage a regime of regular data backup to ensure continuity of operations.
- Liaise with application vendor, IT, finance, Sales and Service to determine other areas of service for System Assurance and Maintenance.
- Oversee system backups/upgrades etc.
- Communicating regularly with technical, applications and operational staff to ensure database integrity and security;
- Handling of temporary disconnects status on voice accounts.
- Adding personalized equipment such as PVRs to inventory.
- Adding internet ready nodes to Provisioning system based on information on updates provided.
- Training of users as required (eg on internet/voice work order creation/ completion).
- Performs miscellaneous job-related duties as assigned by the Billing Application System Support Supervisor, Manager or Director

MINIMUM JOB REQUIREMENTS:

Essential:-

- A minimum of Five (5) Ordinary Level Passes including English and Mathematics
- 3 years experience directly related to the duties and responsibilities specified.
- Post-Secondary Tertiary Education (Certificate/Diploma) in IT or equivalent.
- Technical working knowledge of database systems including MySQL, MS SQL, Access and oracle.
- Working knowledge of - MS Word, Excel, Access, Power Point, Lotus Notes.

- Excellent verbal and written communications and interpersonal skills.

Desirable:-

- Typically one or more years of experience in SQL queries
- BSc in IT or Computer Science is an asset.
- Minimum 1 years experience with databases.
- Skill in Data Modeling (E-R Modeling) an asset.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to function in a fast paced environment with minimum supervision.
- Attention to detail.
- Problem identification and resolution with reference to applications, database relations and processes.
- Punctual, regular and consistence attendance.
- Strong interpersonal and communication skills
- Ability to create, compose and edit written materials.
- Ability to maintain confidentiality of records and information.
- Knowledge of Company products and services
- Ability to understand and follow specific instructions and procedures.
- Good team and inter-department relationship skills
- Ability to communicate effectively, both orally and in writing.

This description is a summary of principal responsibilities and is not intended to include all duties, which may be assigned.

Salary will commensurate with qualifications and experience