

Bishop Ranch: Job Opening Form

Company

PG&E

Position

Business System Specialist

Company Contact

Rachel Love

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Job Type

Job Category: Maintenance, Construction & Operations

Job Level: 2. Individual Contributor

Job Description

The Business Systems Specialist will be responsible for administering the project management system called Unifier. This entails creating new user accounts, managing security permissions and end user support. The incumbent may also partner with business process owners and systems end users to define system requirements, coordinate user acceptance testing and to consult on new technologies & features that may contribute to business process efficiencies. The incumbent may also perform feasibility analysis, develop project scope, and provide recommendations on the alternative solutions, project strategy and deliverable prioritization. The incumbent will prepare and deliver business users' system needs to Information Technology and represents user needs in the development of functional specifications. The incumbent may also perform feasibility analysis, develop project scope, and provide recommendations on the alternative solutions, project strategy and deliverable prioritization. The incumbent may also analyze solution design and related work products and validate that they satisfy business requirements through such methods as user testing.

Responsibilities

- Handle moderately complex user issues that arise with supported systems and

tools. Address

most calls independently, escalates the more complex problems to senior peers.

- Analyze and document moderate complexity business processes and information needs.
- Coordinate requirements and deliverables with IT/Lead BSS.
- Provide timely and professional responses to IT or user inquiries. Escalate as appropriate.
- Participate on teams that develop requirements for the business needs solution.
- Contribute to business case development
- Participate in UATs and perform quality reviews of test results.
- May perform various additional activities, such as user based application testing, scope presentations, user support, etc.
- May be mentored by a Senior BSS.
- Analyze and propose solutions with some supervision

Required Qualifications

Minimum:

- BA/BS in Business, Engineering, Construction Management, Computer Science/Information Systems, etc. or equivalent work experience.
- 2 years of experience in similar or related job functions (Business, IT or Engineering fields) that could be substituted by an advanced degree.
- Knowledgeable about the business requirements process.
- Detail oriented, analytical, good oral and written communication skills..
- Ability to work with different teams across disciplines and levels.
- Understands general business processes of department(s) supported.

Desired:

- 2+ years of experience in similar or related job functions (Business or Information Technology) that could be substituted by an advanced degree.
- Participation in projects of high complexity.
- Previous construction experience
- Previous construction software systems experience

Additional Information

Schedule: Full-time

Work Location: Bishop Ranch 1 Building Z

City: San Ramon