



Job Title: Utility Applications Analyst	Reports to: Director of Finance and Administration
Department: Finance and Administration	Job Grade: 8
FLSA: Non-Exempt	Union: No
Date: September 2026	GM Approval:_____

SUMMARY:

Under the general direction of the Director of Finance and Administration, serves as the functional administrator and subject matter expert for the organization's enterprise utility software applications. Responsible for system administration, configuration, reporting, data analysis, testing, security, and ongoing support. Works across departments and with vendors to optimize system functionality, improve business processes and data quality, develop reporting solutions, troubleshoot issues, and support operational and financial decision-making.

ESSENTIAL FUNCTIONS:

- Serves as the lead functional administrator and principal technical authority for Utility Billing, Financial Management, Metering, Work Orders, Customer Information, Plant Accounting, Inventory, Purchasing, and related systems.
- Administers, configures, maintains, and supports enterprise applications, including system settings, workflows, business rules, templates, rates, account structures, user-defined fields, security roles, permissions, and other system functionality.
- Develops and maintains complex reports, queries, dashboards, data extracts, and analytical tools using ERP and relational data, combining financial, operational, customer, billing, work order, purchasing, inventory, and other enterprise information to support management and organizational decision-making.
- Analyzes business processes and system functionality to identify and implement opportunities for improved efficiency, automation, data quality, reporting, internal controls, and utilization of existing technology.
- Coordinates with Information Technology, software vendors, and consultants to troubleshoot and resolve application, integration, database connectivity, security, performance, and other technical or functional issues, including managing vendor support cases through resolution.
- Plans, coordinates, tests, and validates system changes, including software upgrades, patches, configuration changes, rates, reports, workflows, interfaces, new modules, and other modifications to ensure accurate and reliable system operation.



- Participates in system implementations, conversions, upgrades, integrations, and module deployments, including data mapping, conversion, validation, reconciliation, testing, and troubleshooting of interfaces and data exchanges between systems.
- Develops and maintains system documentation covering configurations, reports, workflows, business rules, procedures, interfaces, security roles, and other application functions; provides technical and functional training and guidance to system users.
- Maintains knowledge of system capabilities, vendor product developments, reporting tools, upgrades, and emerging technologies and recommends enhancements that improve organizational processes and system functionality.
- Provides data analysis and technical support for management initiatives and special projects, including the extraction, reconciliation, interpretation, and presentation of enterprise system data; performs other related duties as required.

KNOWLEDGE, SKILLS & ABILITIES:

- Strong analytical and problem-solving skills, with the ability to evaluate complex business and system issues, troubleshoot application and data problems, and develop effective solutions.
- Strong knowledge of ERP and enterprise applications, including utility billing, financial, customer information, work order, purchasing, inventory, fixed asset, and related business systems and processes.
- Strong knowledge of ERP reporting and data structures, including relational data, tables, fields, relationships, queries, filters, calculated fields, parameters, and reporting logic, with the ability to independently develop complex reports, dashboards, extracts, and analytical tools.
- Knowledge of application administration and system configuration, including user administration, roles and permissions, workflows, business rules, system controls, interfaces, and the ability to translate business requirements into system and reporting solutions.
- Ability to test, troubleshoot, and support enterprise applications, including configuration changes, reports, interfaces, data issues, upgrades, and other system modifications in a production environment.
- Advanced proficiency with spreadsheet and data analysis tools and familiarity with SQL, database querying, business intelligence/reporting tools, APIs, integrations, and similar technologies.
- Strong organizational and communication skills, including the ability to manage multiple priorities, communicate between technical and non-technical stakeholders, develop system documentation and training materials, exercise independent judgment, and appropriately handle confidential information.



QUALIFICATIONS:

Bachelor's degree in Information Systems, Business Administration, Accounting, Finance, Computer Science, Data Analytics, or a related field; or an equivalent combination of education, training, and experience.

Three to five years of progressively responsible experience administering, supporting, configuring, reporting from, or analyzing ERP, utility billing, financial management, customer information, or comparable enterprise software systems.

Experience creating complex reports, queries, data extracts, dashboards, or analytical solutions using enterprise application data is required.

Experience participating in a major enterprise system implementation, conversion, upgrade, or module deployment is strongly preferred.

Experience with utility software systems, municipal operations, financial systems, or ERP applications is preferred.

Experience with SQL, relational databases, business intelligence/reporting applications, or ERP report-writing tools is strongly preferred.

SUPERVISORY RESPONSIBILITY:

None.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and

finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.



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***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**