BILLING ANALYST

A Digicel employee is responsive, agile and caring. We push boundaries and are uncomfortable being comfortable. We question norms and we put our ideas into action. We care about our customers and we show it. That's why 11 million customers worldwide including Bermuda choose and trust Digicel!

Digicel is seeking a self-motivated and analytical individual for the position of **Billing Analyst**. Reporting to the Business Intelligence Manager, the successful candidate is responsible for all Billing, Management Information Systems and Application Development.

Primary Responsiblities include (but are not limited to):
- Handle all server upgrades/optimization tasks, manage new plans integration and produce billing lifecycle activities; also include the management of all critical processes including rating, billing, printing/distribution and settlement
- Creation and management of a data warehouse, the production of reporting systems for stakeholders and the participation in projects with commercial and financial teams
- End-to-End processes of the entire billing process part of the order-to-cash process, including all credit controls and payment methods
- Periodic review of the billing processes and systems used to deliver the billing to ensure that they are maintained and optimal to meet demands by the organization
- Performance Management: KPI development and reporting for major areas (i.e.. availability, performance, major issues,)
- Vendor Management: Liaising and working with suppliers/vendors for escalation, negotiation, contracts, and new product assessment
- Work closely with customer service, marketing, sales and with various vendors involved with the billing solutions to implement new or updated rate plans, define enhancements, and escalate/resolve functionality defects and in the resolution of daily operational issues and system failures across the billing and customer care systems
- Develop and provide reporting systems for various internal clients and generate routine ad-hoc reports as required in addition to what is available in the billing system
- Provide systems to finance teams to ensure revenue assurance
- Assist in the design of products and services especially related to developing pricing models and forecasts
- Develop KPI reporting systems and participate internal review meetings to validate data models
- Produce and address all ad hoc data report and MIS requests

The successful candidate will possess the following qualifications, skills and experience:
- Bachelor's degree in Commerce/Information Systems/ Software Technology and a minimum of ten (10) years prior equivalent experience required
- 5+ years' experience in creating SQL queries, Crystal Reports or similar reporting tools and expert capabilities with MS Excel
- Significant experience in MS SQL, Oracle, Informix or similar carrier-grade database platforms
- Significant experience in billing wireless services like SMS, Roaming, and Data and Content
- Commercially astute, with the ability to identify trends, make actionable recommendations and inform company strategy
- Expertise with more than one billing systems; Advantage 360 billing system is preferred
- Significant experience in Data Warehouses
- Knowledge on Mobile Core Network and ISP Networks with working experience with LTE preferred
- Solution architecture experience and project skills desirable
- A proven ability to be able to communicate effectively across both technical and non-technical teams
- Understanding of financial principles is desirable

Interested persons should apply with a cover letter and detailed resume via www.btc.bm, click on the Careers link.

Closing date: **September 6th, 2017**

Digicel