

Business Analyst

One Communications' ("One") has an excellent opportunity for a highly-motivated individual in the position of **Business Analyst**. The successful candidate will be responsible for the Billing and Operations support (BSS/OSS) and Customer Relationship Management (CRM) systems, providing billing and technical support.

Duties and Responsibilities

- Direct the execution of regularly scheduled operational tasks related to the BSS/OSS and CRM systems to include billing, collection and usage processing cycles.
- Design and maintain task work flow for all billing functions in accordance with Group standards of internal controls and maximum efficiency.
- Routinely analyze customer rate plans and usage trend data for gaps and variances as well as to support senior management with optimization strategies.
- Evaluate current operational processes and recommend improvements/automation as necessary.
- Drive incident and problem resolution in accordance with proper Group controls as well as escalating to level four (4) support (BSS/OSS vendors) as required.
- Work closely with business partners to estimate and justify new efforts, define business requirements, and ensure effective business user acceptance testing.
- Support the implementation of software and configuration defects, keeping within change management policy and escalate to Change Approval Board if needed.
- Ensure proper integration and testing between the BSS/OSS system and various online portals.
- Participate in Root Cause Analysis exercises.
- Review and advise Finance team of monthly revenue and postpaid bill cycle process.
- Provide assistance to local customer experience teams as necessary.

Skills and Abilities

- Adaptability to changing priorities, including ability to reprioritize tasks based on changing circumstances.
- Ability to work independently and encompass personal resilience under pressure.

- Capability and willingness to work overtime, including weekends and public holidays in order to meet deadlines.
- Must be detail orientated, with excellent verbal and written communication skills.

Education and/or Experience

- Bachelor's degree in business, computer science or related/equivalent field required.
- At least five (5) years' leadership experience within the telecommunications industry (specifically mobile wireless, broadband or video, ideally all service types or a combination).
- Experience in billing, provisioning and CRM systems and services for both post and prepaid product sets.
- Must possess advanced skill set in Microsoft Office, with exceptional knowledge specifically in Excel.
- Experience in system integration/migration/change management as well as compliance controls as they relate to BSS/OSS.
- Validate testing for enhancements prior to implementation to ensure daily operations are not adversely impacted.
- Familiarity with Sarbanes-Oxley controls as they relate to information systems.
- Experience managing vendor(s) relationship in the delivery of services and compliant to Group standards and contractual obligations.
- Experience managing and motivating a small team.
- Proven track record of delivering high level work within tight deadlines.

We offer a dynamic and rewarding working environment along with competitive compensation package. If you possess the requirements for the position and this sounds like the challenge you've been waiting for, please apply via email with a cover letter and detailed resume to hr@onecomm.bm.

One Communications Ltd. (the operating name for Bermuda Digital Communications)) is Bermuda's premiere full-service technology and communications provider of mobile, TV and internet services. Our mission is to deliver leading and reliable communication services to residences, small business and global enterprises, exceeding customer expectations at every touch point.

CLOSING DATE FOR APPLICATIONS: **Wednesday, March 27th, 2019**