



## Senior Business Analyst

Do you want to join a team that values Service, Collaboration and Excellence?

Do you want to work with an organization that is committed to serving its customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways?

Is being part of a value-driven organization important to you?

**If yes, please check us out!**

We are a team of motivated, engaged and exceptionally talented self-starters, willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop and want your experience to make an immediate impact, please apply.

### What We Offer

We offer an environment of continuous development and growth. LIPA offers a thriving company culture, exceptional colleagues, and great benefits. Our benefit package includes:

- ❖ Hybrid work and flexible hours
- ❖ Medical insurance
- ❖ Dental and vision insurance at no cost to employee
- ❖ Paid holidays and generous leave time
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

### What We Need

- ❖ Bachelor's degree in business, information systems, or related field
- ❖ Minimum of 7 years of experience in business analysis, process improvement, or related analytical field with a minimum of 2 years of experience in the development and execution of information system technology
- ❖ Organized with ability to prioritize projects and tasks and meet deadlines
- ❖ Skilled in conducting quality control reviews and the creation of the supporting documentation
- ❖ Proven ability to collect and analyze complex data, evaluate information and systems, identify root causes, and draw logical conclusions and recommendations for improvement
- ❖ Ability to work collaboratively and drive consensus in heavily cross-functional teams
- ❖ Attention to detail
- ❖ Ability to communicate effectively verbally and in writing
- ❖ Advanced proficiency in using standard office equipment and Microsoft Office

#### LIPA's Corporate Values

**Service:** In all our actions, we serve our customers, community and the environment.

**Collaboration:** We leverage the abilities of our colleagues and stakeholders to benefit our customers.

**Excellence:** We build on our successes, celebrate our wins, and learn from our mistakes.

## What You'll Do At LIPA

The Senior Business Analyst is responsible for supporting the oversight of the Service Provider's project plans and activities, as well as, validating and analyzing data to measure the Service Provider's operational and financial performance. This position supports functional oversight for customer process improvement recommendation effectiveness and technology operational solutions, including AMI and self-service utilization.

Other Essential Job Functions include:

- Reviewing and providing input into customer service project documentation, including but not limited to the following:
  - Service Provider's Project Implementation Plans (PIPs), ensuring projects deliver continuous value and follow Project Management Body of Knowledge ("PMBOK") standards.
  - Business requirements, which will serve as the foundational blueprint for executing the project successfully.
  - Solution design.
  - System testing, ensuring completeness and adherence to specifications.
  - Validation of successful achievement of the project expected outcomes.
- On a monthly basis, performing independent validation and verification of the Service Provider's performance and reporting ensuring compliance with defined procedures.
  - Preparing documentation supporting the review performed and associated conclusions.
  - Reviewing documentation to include validation of information from source system including data sampling.
- Supporting processes and performance oversight of the service provider, consistent with Board policies, program goals and objectives, OSA metrics, and NYS policies.
- Conducting research and analysis to determine best practices, forecasts, and benchmarking within and across industries.
  - Monitoring and working with service provider and LIPA staff regarding customer operations plans, processes, regulations, tariffs, and recommending improvements customer service areas as necessary.
- Applying business improvements and reengineering principles when assessing validity of current processes, procedures, and other functional elements to capture unmet needs and opportunities.
- Compiling and presenting findings and recommendations for improvement and corrective action effectiveness to leadership and inclusion into future operational strategies to assure high-quality, valued experience for customers.
- Assisting in the development of deep data analysis of customer data to provide effective oversight of key tasks and data.

Salary Range: \$90,000 - \$110,000

LIPA is an equal opportunity employer.

Applying: Interested parties should submit their cover letter and resume to Barbara Ann Dillon, Director of Human Resources and Administration, at [2023CustomerExperienceAnalyst@lipower.org](mailto:2023CustomerExperienceAnalyst@lipower.org)

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