

# SENIOR METER DATA MANAGEMENT ANALYST

Applications are invited from interested and suitably qualified individuals for the position of **Senior Meter Data Management Analyst**, Providenciales.

## Description

Lead the technical and analytical operations of the Meter Data Management System (MDMS), ensuring high data quality, reliable system performance, and actionable insights for enterprise-wide decision-making. This role is responsible for integrating metering infrastructure with core business systems, troubleshooting complex data anomalies, and supporting both regulatory and operational reporting. It requires a blend of system administration, data analytics, and cross-functional collaboration with IT, operations, billing, and regulatory teams.

## Main Duties & Responsibilities

### Meter Data Acquisition & Validation

- Manage the acquisition and validation of meter data from AMI, SCADA, and manual sources.
- Monitor automated workflows for meter data collection and flag anomalies in real-time.
- Apply VEE (Validation, Estimation & Editing) rules to ensure data completeness and accuracy.
- Conduct load analysis, time-of-use billing validations, and profile normalization.
- Perform root cause analysis on data gaps, meter outages, or communication failures.

### AMI/AMR/Fixed Network Operations

- Oversee full lifecycle of AMI and AMR data acquisition, including interval reads, outage notifications, and remote commands.
- Monitor and troubleshoot fixed network performance, including head-end systems, repeaters, and collectors.
- Validate and estimate meter data using VEE routines across AMI and AMR platforms.
- Coordinate with vendors (e.g., Itron, Texas Meter, NTCS) for system upgrades, firmware updates, and network diagnostics.
- Manage deployment data attributes and KPIs for AMI rollout tracking and performance reporting.

### MDMS Administration & System Integration

- Configure and maintain MDMS settings, parameters, and system rules.
- Integrate MDMS with Customer Information Systems (CIS), ERP platforms, and data lakes.
- Manage field collection devices and communication equipment (e.g., FC300 handhelds, mobile collectors, repeaters).
- Create and maintain virtual meter groups for multi-property or aggregated consumption analysis.
- Coordinate system upgrades, patch management, and vendor support activities.

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## Main Duties & Responsibilities Cont'd

### Data Analysis & Reporting

- Develop and maintain reports and dashboards for usage trends, exception management, and billing accuracy.
- Perform advanced analysis for rate classification, energy audits, demand forecasting, and loss detection.
- Deliver data-driven insights to internal stakeholders including billing, engineering, and customer service teams.
- Support regulatory filings (e.g., public utilities commissions, energy boards) through structured reporting and compliance documentation.

### Technical Support & Troubleshooting

- Serve as the primary technical lead for MDMS-related issues across the organization.
- Collaborate with IT teams, field operations, and AMI vendors to diagnose and resolve meter communication and data issues.
- Maintain and monitor SQL Server environments related to the MDMS; ensure optimal performance, backups, and disaster recovery protocols.
- Develop and maintain technical documentation, including system diagrams, interface specifications, and support manuals.

### Project & Process Management

- Lead or contribute to projects involving MDMS enhancements, AMI rollouts, or ERP integrations.
- Apply project management and change control best practices, including documentation and version tracking.
- Participate in end-user training, onboarding of junior analysts, and knowledge-sharing sessions.
- Ensure audit readiness by maintaining logs, change histories, and cybersecurity compliance documentation related to meter data systems.

### Other responsibilities that will be assigned from time to time

This Job Description indicates the general nature and level of work performed by the position holder. It is not designed to contain nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of individuals in this role.

## Academic/ Technical/ Management Experience and Qualifications:

- Bachelor's degree in Computer/Data Science, Engineering, Information Systems, or a related field
- 5 -7 years of hands-on experience in meter data management, data analytics, or utility operations.
- Proven experience with at least one enterprise-grade MDM system.
- Strong knowledge of MDM platforms and smart grid technologies.
- Microsoft Certified: Data Analyst Associate
- Proficiency in SQL, Python, or other data analysis tools.
- Experience with data visualization platforms (e.g., Power BI, Tableau).
- Familiarity with utility billing systems and regulatory frameworks (e.g. NERC, FERC).

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### Academic/ Technical/ Management Experience and Qualifications Cont'd:

- Familiarity with ETL processes, APIs, and data integration tools (e.g., SSIS, Informatica)
- Knowledge of AMI networks and protocols (e.g., DLMS, Zigbee, etc.)
- Knowledge of data governance frameworks and best practices.
- Knowledge of current Windows operating system and Microsoft office Suite required.
- Preferred skills with cloud-based data platforms and enterprise data integration.

### Abilities, Skills, Experience, Aptitude & Judgement:

- Excellent communication, problem-solving, and stakeholder management skills.
  - Excellent team player and team building skills
  - Good analytical skills
  - Excellent written and oral communications skills
  - Ability to deliver to strict deadlines and to work under pressure
  - Ability to manage multiple priorities in a fast-paced environment.
  - Goal-oriented
  - Self-motivated
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- **Compensation is commensurate with experience and qualifications.**