Pacific Gas and Electric Company

Denise Floyd
Principal Negotiator
Labor Relations

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15-07-ESC

April 8, 2015

Joshua Sperry, Senior Union Representative
Engineers and Scientists of California, Local 20
IFPTE (AFL-CIO & CLC)
810 Clay Street
Oakland, CA 94607

Dear Mr. Sperry:

The Company and Union have concluded negotiations for newly represented employees in the SmartMeter Operations Center. The agreed upon contract language and job descriptions are included as attachments to this agreement.

1. Implementation Date
All these employees will be included in the general ESC-PG&E contract as of the implementation date of April 1, 2015.

    a. Any employee below the minimum of their salary range will receive a salary increase to the minimum of their salary range.

    b. Employees meeting the qualifications for a higher classification filled by Automatic Advancement shall be advanced immediately upon implementation.

    c. Each incumbent career level IT Systems Operations Analyst and Career Level IT Business Operations Analyst will receive a $5,000 signing bonus (incumbent is an employee in that classification as of March 12, 2015).

2. Recognition Clause
The parties agree to modify Title 3 of the Contract to reflect the inclusion of these groups by referring to the NLRB case numbers as shown below:

TITLE 3. RECOGNITION

3.1 RECOGNITION
      For the purpose of collective bargaining with respect to rates of pay, wages, hours of employment, and other conditions of employment, the Company recognizes the Union, certified by the National Labor Relations Board in Case 20-RC-1502, May 21, 1952, 20-RC-17430, September 10, 1998, Case No 20-RC-17980, October 19, 2004, Case 31-RC-8684 , April 1, 2008 Case 20-RD-2460, Case 20-RD-2452, Case 20-RD-2451, **Case 20-RC-18352 August 8, 2011),** and for each other group for which recognition was granted pursuant to the majority authorization provisions of the Neutrality Agreement in effect from November 19, 2005 to December 31, 2008, as the exclusive

representative of employees in the classifications which are enumerated in Exhibit A, which is attached hereto and made a part hereof. (Amended ~~4/1/09,~~ **4/1/15**)

3. Salary Ranges

Individuals employed as Senior IT Business Analysts and Senior IT Systems Analysts as of March 12, 2015 only shall have a salary range with a maximum of $119,000/year for the time period they remain in their current position. Individuals employed as Career IT Applications Analysts as of March 12, 2015 only shall have a salary range with a maximum of $100,000/year and individuals employed as Senior IT Applications Analysts as of March 12, 2015 only shall have a salary range with a maximum of $126,332/year for the time period they remain in their current position. These higher maximum salaries shall not be applicable in any way to any individual not currently employed in one of these positions, and shall no longer be applicable at all once all of the incumbents have left these positions.

4. Seniority

Seniority shall be determined per Title 13 using each employee's date of hire at PG&E.

5. STIP

STIP target participation rate for monthly classifications will remain 10%. Any hourly employees who were converted from monthly status and "grandfathered" will continue to receive STIP at the same participation rate until they change line of progression.

6. Performance Standards

The language included in Attachment 1.C is intended to match the "performance standards" language of other monthly classification groups. The Union and Company agree that this language is superseded by LOA 14-08 and would not go into effect, unless the pilot program in 14-08 is not extended and the parties revert to the previous method of negotiating changes to performance standards.

7. Exhibits A and D

All classifications will be added to Exhibit A with hourly or monthly salary ranges shown in Attachment 2. The Associate level classification of each line of progression is agreed to be a Beginning Level Job. Attachment 1 contains a new subsection which will be added to Exhibit D.IV. Vacancies in hourly classifications will be filled under section 21.13 for beginning level positions and 21.2 for positions above beginning level.

8. Use of Temporary Employees in SMOC

SMOC may, for a period of three (3) years from the implementation date, use up to eight (8) individuals from temporary agencies at any one time without regard to the limitations or restrictions in Section 27.2(c) of the Agreement. Any temporary agency employees used beyond this eight (8) are subject to Section 27.2(c).

9. SmartMeter Engineers

Employees currently in the classification of SmartMeter Engineer will be placed into the ESC classifications of Meter Engineer: Bill Monlux to Sr. Consulting Meter Engineer; Jimmy Chong and Honglinh Tran to journey Meter Engineer, and the Company and the Union will meet to negotiate the addition of all SmartMeter Engineer duties including those specified in the ULP settlement to the Meter Engineer job duties. The parties will meet and discuss the duties identified by the ESC as "networking Engineering duties" and how those duties are allocated or shared between Meter Engineers and SMOC employees.

If you agree, please so indicate in the space provided below and return one executed copy of this letter to the Company.
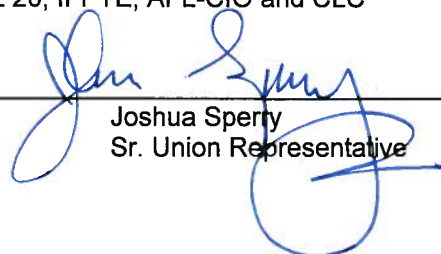
Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By: _____

Denise Floyd
Principal Negotiator

The Union is in agreement.

ENGINEERS AND SCIENTISTS OF CALIFORNIA
LOCAL 20, IFPTE, AFL-CIO and CLC

_____4/8_____, 2015   By: _____

Joshua Sperry
Sr. Union Representative

SMARTMETER OPERATIONS CENTER

A. Advancement

Advancement from Associate to Journey/Career as follows: SMOC Associates who meet the requirements for advancement to Journey/Career and are performing satisfactorily in their current classification shall advance to Journey/Career upon reaching the minimum number of years of experience.

Advancement from Career/Journey to Senior as follows: SMOC career or journey level employees who meet the requirements for advancement to Senior and are performing satisfactorily in their current classification may advance to Senior upon reaching the minimum number of years of either Company or external experience or any combination thereof, provided that the Company determines that an operational need exists for an additional SMOC Senior in the employee's Line of Progression.

If, when an operational need exists, more than one Career/Journey employee is qualified to advance as set forth above, the Company shall select the employee whose ability and personal qualifications make him/her most qualified for the job. If ability and personal qualifications are substantially equal, seniority shall prevail._

Advancement from Senior to Expert as follows: SMOC senior level employees who meet the requirements for advancement to Expert level and are performing satisfactorily in their current classification may advance to Expert upon reaching the minimum number of years of either Company or external experience or any combination thereof, provided that the Company determines that an operational need exists for an additional SMOC Expert in the employee's Line of Progression.

If, when an operational need exists, more than one Senior employee is qualified to advance as set forth above, the Company shall select the employee whose ability and personal qualifications make him/her most qualified for the job. If ability and personal qualifications are substantially equal, seniority shall prevail.

B. Vacancies in Monthly Classifications

If, when an operational need exists, no one in the discipline is qualified to advance as set forth above, a vacancy exists, and shall be filled as described in Sections 21.15 through 21.18.

When vacancies occur, a selection board of two management and two union appointed employees will interview applicants, using jointly developed job qualifications and interview questions. If the selection board decides there are too many applicants to interview for a particular opening, it will decide which applicants to interview by screening applications against the selection criteria.

In half of the vacancies to be filled for monthly Associate and Career/Journey positions, and for all more senior vacancies, other than those for which special skills or experience are required, only ESC-represented employees will be considered for interviews. If no ESC-represented candidates apply, or if the selection board determines (as described below) that the ESC candidates are not qualified, additional candidates from within and outside the unit may be considered. For the remaining Associate or Career/Journey vacancies, the Company may add candidates from outside the unit.

C. Promotional Consideration

Additionally, an eligible employee may request special consideration for promotion no more than once per calendar year, when an operational need does not exist. The question of whether such a special promotion is appropriate shall be considered by the selection board with tie breaking decisions allotted to management.

D. Performance Standards

Employees shall continue to be covered by the management performance appraisal/development

process. The performance appraisal form may be modified by Company from time to time, but significant and or substantive changes to the standards used must first be bargained with the Union.

E. Professional Membership and Training

Any courses or training that is required by the Company will be paid for by the Company. Time spent in classes and associated travel time and expenses will be paid following the applicable contract provisions for hourly and monthly employees.

Based on the employee's approved developmental plan, Company shall reimburse for reasonable costs incurred attending conferences or training specific to the employee's discipline, such as vendor training. Employees will not be paid for additional time beyond normal work hours to attend training or conferences; however, the time spent traveling to or from training may be considered as time worked under the provisions of Title 7 Hours as provided in this letter agreement. Programs reimbursed by the Tuition Refund program are not eligible for Additional Time Worked compensation.

Company shall meet with the union annually to discuss the training opportunities, developmental plans, and the distribution of the program among the employees.

F. Additional Time Worked

Exempt employees will be eligible for compensation at the straight-time rate of pay for work beyond normal work schedules, subject to the conditions contained below:

1. Employee receives prior authorization from a supervisor, manager or director within the department to work beyond normal daily work schedule or on a non-workday to meet critical work requirements, including time worked by telecommuting or remote access or on Regular Days Off associated with Alternative Work Schedules.

2. Employee works at least two hours beyond the normal daily work schedule, or works on a non-workday. On normal workdays, only the time beyond the initial two hours beyond the normal work schedule will be compensated. On non-workdays, all time worked will be compensated.

3. Employee is not eligible for any other type of special incentive to offset additional time worked.

G. On-Call Policy for SMOC Employees

1. An on-call calendar will be established for the IT Applications Operations Analysts. The number of on-call employees for a given week will depend on the qualifications of the available workforce. If an employee is qualified to support all applications and is the only person on call for a week, the employee will be given the Friday following an on-call week as a paid day off.

2. On-call duty will be for one week: from the end of the employee's regular workday Friday to the beginning of the employee's regular workday the following Friday.

3. When on call, the employee must make all reasonable efforts to be available to respond and fit for duty. If an employee is aware that they will be unavailable for a scheduled on-call assignment, or an unpredictable situation makes the employee unavailable on short notice, they should contact their supervisor immediately.

4. Employees will be informed no less than 4 weeks before that they will be on-call.

5. On-call duty will be rotated and equally distributed among qualified employees. Employees may, with management permission, swap on-call weeks. Any requests to swap should be

made as soon as possible and, except in the case of an emergency, must be made no less than one week in advance.

6. Employees must be qualified to support the application(s) for which they are placed on the On-call calendar.

7. Requests for temporary removal from the on-call rotation due to personal circumstances or hardships not to exceed 6 months will not be unreasonably denied.

8. For monthly employees, time worked after the first 2 hours of work performed during an on-call week shall be compensated at the straight-time rate.

Job Descriptions

Job Descriptions are published in Appendix 1 of this Agreement.

2015 SMOC Salary Ranges

H=Hourly, M=Monthly

		Monthly rate		Annual Equivalent		incumbent only max (annual equivalent)
		min	max	min	max	
IT Applications Operations Analyst, Associate	H	5,123	6,404	61,481	76,852	
IT Applications Operations Analyst	H	5,754	7,868	69,053	94,418	100,000
IT Applications Operations Analyst, Senior	M	7,960	9,881	95,515	118,572	126,332
IT Applications Operations Analyst, Expert	M	9,058	11,253	108,691	135,040	
IT Business Operations Analyst, Associate	H	4,849	6,130	58,188	73,558	
IT Business Operations Analyst	M	5,561	7,777	66,733	93,320	
IT Business Operations Analyst, Senior	M	7,228	8,966	86,733	107,593	119,000
IT Business Operations Analyst, Expert	M	8,692	10,887	104,299	130,648	
IT Systems Operations Analyst, Associate	H	4,849	6,130	58,188	73,558	
IT Systems Operations Analyst	H	5,561	7,777	66,733	93,320	
IT Systems Operations Analyst, Senior	M	7,228	8,966	86,733	107,593	119,000
IT Systems Operations Analyst, Expert	M	8,692	10,887	104,299	130,648	

SMOC Job Descriptions

IT Applications Operations Analyst, Associate

A. SUMMARY
The IT Application Operations Analyst designs, debugs and evaluates application interfaces and tools for SmartMeter applications. The Associate IT Application Operations Analyst adheres to Work Instructions and/or processes as defined in Run Books and Playbooks. Conducts basic tasks under direction of a more senior programmer-analyst. Resolves basic and recurring problems of narrow scope within procedural guidelines. Escalates to more experienced resources on unusual or more difficult problems. Is learning to apply standard concepts and techniques to routine assignments with limited scope and risk that fall within standard, well-tested parameters for resolution.

B. JOB DUTIES
1. Analyzes existing SmartMeter application interfaces and tools, prepares logical models and procedures, creates SQL code and scheduling scripts, and tests/debugs the application interfaces and tools.
2. Diagnoses, isolates and corrects data and performance faults in the systems involved.
3. Prepares and obtains approval of system and development documentation.
4. Executes planned and ad-hoc corrective maintenance to sustain continuous system operations.
5. Analyze, evaluate, debug and diagnose bugs, incidents and exceptions in existing SmartMeter applications, interfaces, processes, and procedures.
6. Identify and correct any discrepancies in the data collected, reported and processed in the SmartMeter systems.
7. Interacts with users, business stakeholders and team members, typically discussing and reporting progress of requests and individual incidents.
8. Executes quality control tasks as directed.
9. Provide oversight for the 24 hour clock packages processing to ensure timely bill delivery as agreed to with Meter to Cash Customer Care organization metrics and service level agreements.
10. Provide back up support and recommendations for failed processing related to the 24 hour clock packages to be processed timely to ensure customer web presentment and bill print of accurate usage file data

C. KNOWLEDGE/ABILITIES
Has a basic understanding of technical components of the job.
Has basic understanding of application systems, how they work, and how they often break.
Has a basic knowledge of key PG&E applications and the technologies in use.
Has excellent written and verbal communications skills.
Has good analytical, problem-solving and technical troubleshooting skills.
Is developing a technical skill set.
Able to work independently and as part of a team.

D. REQUIREMENTS
BA/BS in Computer Science, Business, or equivalent experience.
Typically requires 0 - 3 years of programming analysis experience.

IT Applications Operations Analyst

A. SUMMARY

The Career IT Application Operations Analyst conducts basic and intermediate tasks under direction of a more senior Application Operations Analyst. Adheres to Work Instructions and/or processes as defined in Run Books and Playbooks. Applies technical skills to resolve application and data related problems of well-defined scope as specified by procedural guidelines or under direction of a more senior Application Operations Analyst. Escalates to more experienced resources on unusual or more difficult problems. Fields a broader range of assignments and may be asked or to develop solutions. Individuals may begin to be responsible for scoping work. Follows existing Application Development Frameworks, Coding Guidelines and Database Standards when developing.

B. JOB DUTIES

Is able to perform all the duties of the Associate IT Applications Operations Analyst, and in addition:
1. Develops conversion and tool implementation plans.
2. Assist in the definition, development, and documentation of SmartMeter systems' business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments.
3. Proposes enhancements to procedures, processes and tools based on experiences with current methods.
4. Provide timely, professional, straight forward (non-technical) communications
5. May also interact with suppliers and contractors when warranted and if permitted.

C. KNOWLEDGE/ABILITIES

Applies the fundamental concepts of a particular field or technical discipline in addressing the work assigned. Has a working knowledge of the technical components of the job.
Has intermediate to advanced knowledge of key PG&E applications, processes, and the technologies in use.
Has excellent written and verbal communications skills.
Is able to work and communicate across multiple departments.
Has excellent analytical, problem-solving and technical troubleshooting skills
Is able to work independently and as part of a team.

D. REQUIREMENTS

BA/BS in Computer Science, Business, or equivalent experience;
Typically requires minimum 3 years of programming analysis experience Understanding of running utility applications and utility operations centers.
Has a solid understanding of application systems, how they work, and how they often break.

IT Applications Operations Analyst, Senior

Summary	The Senior IT Applications Operations Analysts applies technical skills, system knowledge and subject matter expertise to diagnose and resolve application and data related problems that are unusual, more difficult or have a broad scope. Assignments are based on extensive knowledge of concepts, principles or practices in a specific discipline, field or area of expertise, and require seasoned, experienced-based judgment in applying and adapting techniques. Manages and maintains multiple production and non-production SmartMeter Applications. Performs overall maintenance and monitoring of the applications, including tool development, critical software and OS patching, support of IT Risk Management and Disaster Recovery programs, for all test and production environments. Configures application for optimum performance requirements to meet business requirements. Develops conversion and tool implementation plans. Review and assess business impact and IT operational impact of proposed changes and updates to the application software, interfaces, daily operational schedule, hardware, LAN/WAN network and network/firewall/router components, database, JMS/WebServices/ESB and operating system.
Job Duties:	Is able to perform all the duties of the Career IT Applications Operations Analyst, and in addition: 1. Interacts with users, business stakeholders, team members, and liaisons from other external groups, including suppliers or contractors, to discuss and diagnose critical or complex issues and incidents 2. Create and update Technical Design and Architecture documents, Deployment Guide, Operations Guide, etc. 3. May act in a lead capacity to support complex remediation activities, including the design and implementation of complex database routines within the context of existing requirements, business expectations and design constraints. 4. Oversees, mentors, and provides technical guidance to less experienced Application Operations Analysts. 5. Provide application support for mission critical SmartMeter solutions. Monitor application for performance, maintenance and tune application and interfaces to maintain service level agreements. Execute data correction routines (DCRs) to maintain data accuracy. 6. Assist other SMOC Applications Operations Analysts in resolving complex issues; assist root cause analysis and solutions. Use in-depth skills in solving SmartMeter operational and computing issues. 7. Support and implement application security testing in compliance with Sarbanes-Oxley, Information Protection and Internal Auditing standards 8. Provide in-depth knowledge and hands-on experience for SmartMeter application solutions to internal business clients and to project groups leveraging SmartMeter-related technologies. Provide analysis and impact assessment for proposed changes and updates to SmartMeter applications, interfaces and daily operating schedule. 9. Provide project updates and reporting for assigned projects. Participate in functional testing and operational testing. 10. Interacts with users, business stakeholders, team members and liaisons from other external groups, including -suppliers or contractors, to discuss and diagnose critical or complex issues and incidents.
Scope	May seek assistance from Expert Application Operations Analysts on unusual or especially controversial problems.

Interaction	Interaction within SMOC, and with partner IT and partner business groups, primarily with peer stakeholders, requiring sound judgment and advanced knowledge of multiple technologies.
Knowledge / Abilities	Has a solid understanding of Application Development Frameworks, Coding Guidelines and Database Standards and adheres to these when designing and developing. Applies professional technical concepts of particular field, procedures, and techniques. Has a thorough knowledge of technical components of the job. Has an advanced understanding of application systems, how they work, and how they often break. Has extensive knowledge of key PG&E applications, processes, and the technologies in use. Has excellent written and verbal communications skills. Is able to work and communicate across multiple departments. Has excellent analytical, problem-solving and technical troubleshooting skills. Is able to work independently and as part of a team. Can make realistic, feasible recommendations and facilitate implementation of effective solutions.
Job Qualifications:	
Education	BA/BS in Computer Science, Business, or equivalent experience
Licenses / Certifications	
Experience	Minimum 5 years of programming analysis experience.

IT Applications Operations Analyst, Expert

Summary	Assignments are broad and complex, have major associated risks with high visibility, and can be sensitive or widely varied requiring expert judgment in applying and adapting techniques. Designs solutions to application development problems, issues or incidents of complex scope through cross-functional team participation. Initiates and owns process and application improvements and conveys changes to others, gaining organizational support for making changes. Is regularly called on to apply creativity or new approaches to technical assignments that may be unique. May act in a lead capacity to support others on technically complex projects or work. Establishes SmartMeter application operation standards and guidelines and quality assurance for SmartMeter application deliverables, including design, security implementation planning, capacity planning, disaster recovery planning, functional test requirements, and application backup and recovery/data protection. Documents and communicates SmartMeter application and interface design. Provides strategic/visionary recommendations.
Job Duties:	Is able to perform all the duties of the Senior IT Applications Operations Analyst, and in addition: 1. Consult with ~~D&I~~ Requirements and Design (RAD) and ~~Tier 5~~ MAME and Engineering groups aligned to SmartMeter Operations Center to identify, understand, anticipate, and meet current and future business needs. 2. Recommends changes in development, maintenance and system standards. 3. Establishes methods and procedures. 4. Trains users in conversion and implementation of system. 5. May act in a lead capacity and/or coach to develop employees. 6. Provide escalation support for mission critical SmartMeter solutions. Assist other SMOC Applications Operations Analysts in resolving complex issues; act in a lead capacity for root cause analysis efforts and remediation solutions. Use expert skills in solving SmartMeter operational and computing issues. 7. Provide expert-level knowledge and hands-on experience for SmartMeter application solutions to internal business clients and to project groups leveraging SmartMeter-related technologies. 8. Participate in SmartMeter technology forums and provide Operational Standards. Research and develop new technologies and pilot leading edge products, processes, procedures and tools for use of SmartMeter applications and related SmartMeter technologies and for deployment of technologies with other business teams. 9. Provide -supporting services for SmartMeter application and technologies with other business teams and other IT teams. Provide expert analysis and impact assessment for complex and enterprise/over-arching type changes and updates to SmartMeter applications, interfaces and daily operating schedule. Provide expert-level knowledge for internal or external audits data request. 10. Coordinate, plan and manage SMOC application changes. .May Act in a lead capacity as a liaison with other functional areas of IT. Provide project updates and reporting information for assigned projects as requested. 11. Provide expert level analysis, design and implementation for SMOC application and interface projects. May act in a lead capacity for development and implementation efforts in partnership with an integration architect of a new technology or upgrade of current technology. Design functional test requirements and operational test requirements. 12. Communicate, plan and coordinate vendor deliverables, including service deliverables, project targets and due dates, business and IT requirements, and performance and quality expectations with SmartMeter vendor(s).

	13. Represent their workgroup, organization and/or manager at meetings with business clients, -suppliers, contractors, stakeholders, or other third party internal or external teams. 14. Oversees, mentors and provides technical guidance to less experienced Application Operations Analysts on unusual or especially controversial problems. 15. Adheres to PG&E Delivery Methods (PDM) and predefined compliance processes for project work.
Scope	Applies significant technical concepts of subject area and procedures and techniques; is able to use and define technical details of assigned work. Serves as a key technical resource with areas of specialization. Works on complex initiatives with high-stakes impact to critical PG&E applications, systems and processes.
Interaction	Broad and complex interaction across IT and the business with all levels of stakeholders, requiring expert judgment, cross-functional understanding of organizations and broad expert level knowledge of core, critical IT technologies.
Knowledge / Abilities	Has an advanced understanding of application systems, how they work, and how they often break. Has extensive knowledge of multiple SmartMeter PG&E applications, processes, and the technologies in use. Has excellent written and verbal communications skills. Has excellent analytical, problem-solving and technical troubleshooting skills. Is able to work and communicate across multiple departments. Advanced knowledge of business requirements; can translate complex business language into technical specifications. Has a solid understanding of PG&E Delivery Methods (PDM) and compliance processes and impacts to client projects.
Job Qualifications:	
Education	BA/BS in Computer Science, Business, Engineering or equivalent experience.
Licenses / Certifications	Certification and/or post graduate work may be desirable.
Experience	Minimum 8 years of application development and analysis experience.

IT Business Operations Analyst, Associate

A. SUMMARY
The role of the IT Business Operations Analyst is to support the day to day operational support functions of the SmartMeter Operations Center. This position is responsible for activities such as research, data analysis, and metrics and reporting in support of SmartMeter business operations -. May also be involved in business and IT process improvement, quality control, special projects and other initiatives as directed. The Associate level IT Business Operations Analyst receives direction from more senior level analysts and leadership.

B. JOB DUTIES
1. Compiles and analyzes data. Performs standard analysis and works with existing data models. Pulls data to populate standard reports
2. Tracks existing business and operations metrics for the SmartMeter Operations Center.
3. -Manage and maintain standard reports.
4. May perform quality assurance and business/IT process improvement activities in support of the SmartMeter Operations Center
5. Communicates with peers inside and outside of the department, providing information or exchanging data
6. Compiles process documentation ,work instructions, run books, and job aides as requested\
7. Others duties as assigned

C. KNOWLEDGE/ABILITIES
Basic knowledge of fundamental analysis
Basic knowledge of IT and business operations processes
Qualitative and quantitative analytical skills
Ability to adapt to changing environments
Ability to learn new concepts quickly
Organizational skills
Verbal and written communication skills,
Adaptable to changing business conditions and ambiguity
Ability to present data and findings to an audience
Ability to effectively manage multiple assignments with demanding time constraints
Advanced knowledge of word processing and spreadsheet software such as Microsoft Excel and Word
Basic knowledge of presentation software such as MS Projects, Visio and PowerPoint

D. REQUIREMENTS
BA/ BS in Business, Communications, Liberal Arts, Finance, Economics, or related discipline or equivalent work experience required.
Minimum of 1 year experience in business operations analysis or related experience.

IT Business Operations Analyst

Summary	The Career IT Business Operations Analyst has a full understanding of fundamental analysis, SmartMeter IT and business operations processes. Understands business needs and is able to develop new processes and procedures, new metrics & reports, may develop custom and ad-hoc reporting working independently.
Job Duties:	Is able to perform all the duties of the Associate IT Business Operations Analyst and in addition: 1. Identify and Develop internal SmartMeter operations processes, standards and procedures. 2. Identify recommendations for continuous improvement efforts in partnership across SMOC work groups and SmartMeter clients for monthly and yearly continuous improvement efforts 3. - Gather customer requirements for data needs and selects from different analytical techniques to achieve desired data outcomes. 4. Develops and maintains custom and ad-hoc reports. 5. Identify and communicate, monitor, track, trend, and produce trending data for remediation efforts. 6. Partner with Customer Care to research SmartMeter data and devices for information related to supporting or resolving executive or customer escalated complaints. 7. May act in a lead capacity with special projects and initiatives including SMOC processes improvements and quality control 8. Partners with other SMOC team members to develop and maintain customer reports needed by the SMOC for both commercial and residential gas and electric SmartMeter customers on an Ad Hoc basis. 9. Perform periodic audits on SMOC operational and IT business processes to ensure compliance (including SOX) 10. May act in a lead capacity for SmartMeter Operations to support company initiatives 11. Other duties as assigned
Scope	Communicates with peers inside and outside of the department exchanging ideas or gathering information. May participate on special project teams.
Interaction	
Knowledge / Abilities	Public speaking, presentation, and facilitation Solid understanding of fundamental analysis Solid understanding of IT and business operations processes Understands business needs and is able to develop new reports, performs custom and ad-hoc reporting working independently Advanced in office software such as Microsoft office products Working knowledge of standard processes such as ITIL methodologies and Lean Six Sigma
Job Qualifications:	
Education	BA/ BS in Business, Finance, Economics, Engineering or related discipline or equivalent work experience required.
Licenses / Certifications	Lean Six Sigma certification desired but not required
Experience	Minimum of 3 years' experience in business or operations analysis or related experience

IT Business Operations Analyst, Senior

Summary	The Senior IT Business Operations Analyst has an advanced understanding of fundamental business analysis, IT and business operations processes. Develops new or revises existing data to predict business outcomes selecting from complex variables. Develops and uses metrics to identify recommendations related to business strategy and operations. Presents findings and recommendations to management.
Job Duties:	Is able to perform all the duties of the Career IT Business Operations Analyst, and in addition: 1. Identify and Develop internal SmartMeter operations processes, standards and procedures utilizing modeling techniques or other techniques available 2. May act in a lead capacity for user acceptance change management implementations 3. Develop and/or maintain data models for what-if analysis and for other business purposes. 4. Develop specialized dashboard presentations/ business views as needed. 5. Researches best practices; develops internal and external benchmarks in support of business decisions. 6. Perform periodic audits on SMOC operational and IT processes to ensure compliance (e.g.SOX, internal audit teams) 7. Identify gaps in current process and recommend steps to minimize risk 8. Formulate recommendations and initiatives to support advancement and maturing of all key processes within the Operations Center 9. Develop processes to perform document control within SMOC 10. Acts in a lead capacity to support projects, determining scope, budget, timeframes, forming teams, assigning tasks, managing resources and issues. May work with other internal groups within PG&E to align SmartMeter Operations Center goals with that of other groups as needed 11. Develops advanced/specialized reporting presentations 12. May manage small to mid-size special projects 13. May provide direction and coaching to other SMOC IT Analysts. May act as a team lead on projects or initiatives and business requirements development 14. Maintain, operate and enhance SmartMeter remediation and customer support tools used by SmartMeter operations personnel as approved by the Company. 15. Provide supporting services for processes and standards documentation development to other SMOC staff 16. Maintain and provide new hire SmartMeter Operations training class curriculum, facilitate internal classes and coordinate training. 17. Facilitates working sessions for business process standards, research and provide recommendations utilizing industry standards.
Scope	
Interaction	
Knowledge / Abilities	Proficient in fundamental analysis Proficient with IT and business operations processes Ability to communicate findings and recommendations to various levels of management Ability to act in a lead capacity to support project initiatives Ability to translate customer requirements into business cases and technical requirements Ability to develop what-if data models by using data sets and various tools to fit the business analysis need Working knowledge of standard processes such as ITIL methodologies and Lean Six Sigma Proficient in a wide range of office software such as Microsoft office
Job Qualifications:	

Education	BA/BS in Business, Finance, Economics, Engineering or related discipline or equivalent work experience required. MBA or graduate degree desired.
Licenses / Certifications	Lean, Green or Black Belt Six Sigma Certification desired but not required ITIL Certification desired but not required
Experience	Minimum of 6 years of experience in business or operations analysis or related experience.

IT Business Operations Analyst, Expert

Summary	The Expert IT Business Operations Analyst applies advanced knowledge of IT and business operations to wide-ranging issues. Works with and leverages relationships with Directors and Managers across functions / PG&E. May manage cross-functional special projects or initiatives. Has broad expertise across Gas, Electric operational processes, software/ applications, and support tools for SmartMeter Operations in business and data analysis. Provides strategic/visionary recommendations. Expert IT Business Operations Analyst provides governance for SmartMeter process and procedures
Job Duties:	Is able to perform all the duties of the Senior IT Business Operations Analyst, and in addition: 1. Develops innovative data solutions to address complex business issues 2. Develop business cases in support of strategy or change initiatives 3. Serves as a key technical and/or process resources; viewed as recognized authority for project or initiative 4. May provide direction and coaching to other IT Business Operations Analysts. May act as a team lead on projects or initiatives
Scope	
Interaction	
Knowledge / Abilities	Ability to influence leaders inside and outside of the department through data analysis, insights and recommendations Ability to act in a lead capacity to support large and complex projects working with cross-functional teams Ability to create compelling business cases based on complex business environments and inputs Ability to develop new and complex data models Advanced knowledge of industry process and quality methodologies such as Total Quality Management, Six Sigma, and ITIL. Proficient in a wide range of office presentation and spreadsheet software such as Microsoft office
Job Qualifications:	
Education	BA/BS in Business, Finance, Economics, Engineering or related discipline or equivalent work experience required. MBA or graduate degree desired.
Licenses / Certifications	Green or Black Belt Six Sigma certifications desired but not required
Experience	Minimum of 8 years' experience in business or operations analysis or related experience.

IT Systems Operations Analyst, Associate

A. SUMMARY
The role of the IT Systems Operations Analyst Associate and Career is to provide SmartMeter operations and technical support for data collection and delivery of SmartMeter usage data feeding between customer premise electric and gas SmartMeter with data failure or interrupted data point identifications and to analyze, evaluate and complete remediation steps that engage a successful and accurate bill read. The analyst in this role of the provides core technical support of an IT product line, operation processes, enterprise platform and/or technology service offering managed by IT.

B. JOB DUTIES
1. Safely maintain and operate systems, tools and equipment within the center that provide services associated with PG&E's SmartMeter Operations Center.
2. Provide operations support as assigned in monitoring, scheduling, analyzing, diagnosing and resolving problems.
3. Communicate all issues, incidents, exceptions, problems, changes, outages, maintenance, root cause findings etc. in accordance with established policies, procedures and guidelines.

C. KNOWLEDGE/ABILITIES
Developing technical competence.
Applies basic technical principles to address problems of limited scope.
Applies basic technical principles to monitor devices and systems.
Supervisor/Manager sets priorities and reviews work regularly.
Excellent written and verbal communications skills.
Good analytical, problem-solving and technical troubleshooting skills
Ability to work independently and as part of a team.

D. REQUIREMENTS
BA/BS in Computer Science, Business, Engineering or equivalent experience.
Typically requires 0-2 years of one or more of the following: IT product, operational processes, Utility domain experience (e.g. Gas, Electric).
Basic knowledge of network protocols (e.g. MODBUS, 2179, DNP and PGE 61850, TCP/IP)
Has basic knowledge of one or more of the following designated area: IT product line, operational process, Utility domain (e.g. Gas, Electric).

IT Systems Operations Analyst

A. SUMMARY

The role of the career IT Systems Operations Analyst is to provide technical support of an IT product line, operation processes, enterprise platform and/or technology service offering managed by IT. This position requires the knowledge and experience to function as a Subject Matter Expert (SME) across one or more discipline area such as Gas, Electric, Smart Meter Data Management Systems, RF, Wireless or Data Networks. Operational support duties include monitoring, scheduling, analysis, diagnosis and resolution of problems involving SmartMeter Devices, Backhaul, Head-end and Meter Data Management Systems (MDMS) including data, application, hardware and network components. In addition to these roles, the position provides support to Projects that may impact Smart Meter Operations.

B. JOB DUTIES

1. Is able to perform all the duties of the Associate IT Systems Operations Analyst, and in addition:
2. Provides 3 operations support in monitoring, scheduling, analyzing, diagnosing and resolving problems. Works closely with other IT groups and business groups such as Customer Care to ensure systems and data are maintained in an efficient manner. Applies knowledge of the operation, management, and maintenance of Smart Meter data, application, network and telecommunication systems, linked systems and peripherals in order to enhance SmartMeter operations. -Act in a lead capacity for notification/escalation management for critical outages and exceptions.
3. Provides on-site or remote support for project implementation. Work closely with peers, supervisor, team members, -suppliers, contractors PG&E leadership and others as needed to identify, plan, prioritize and implement project deliverables.
4. Participate in design reviews, user acceptance testing, equipment trials and tests as requested for new deployments, products and service offerings. Partner with Product Managers and technical architects to make recommendations for new or retired products as needed.
5. Partner with and maintain a professional Customer/ Supplier relationship at all times when interfacing with suppliers and contractors.
6. Assist other analysts and technicians as appropriate in developing their own technical skills through training, presentations and involvement in the process of maintaining and supporting these systems (installations, upgrades, troubleshooting, problem resolution, etc.) Create and maintain training class curriculum, conduct internal classes and coordinate supplier training.

C. KNOWLEDGE/ABILITIES

Demonstrates full technical competence.
Seeks assistance from the supervisor or more senior IT Systems Operations Analyst on unusual or more difficult problems.
Performs assigned tasks of low to average complexity using established procedures.
May coach Associate Analysts.
Intermediate knowledge of MODBUS, 2179, DNP and PGE 61850, TCP/IP
Intermediate to advanced knowledge of one or more of the following designated area: IT product line, operational process, Utility domain (e.g. Gas end points or gas network, Electric end points or electric network).
Excellent written and verbal communications skills.
Able to work and communicate across multiple departments.
Excellent analytical, problem-solving and technical troubleshooting skills

D. REQUIREMENTS

BA/BS in Computer Science, Business, Engineering or equivalent experience.
Typically requires 2-4years of one or more of the following: IT product, Operational processes, Utility domain experience (e.g. Gas, Electric).

IT Systems Operations Analyst, Senior

Summary	The IT Systems Operations Analyst Senior provides advanced operations and technical support function for escalated customer premise electric and gas meter equipment smart meter end points, network element data collectors and the aggregators that provide the source data to the PG&E billing and data aggregator system by analysis, evaluation and completing remediation steps that engage a successful and accurate bill read. This position requires the knowledge and experience to function as a Subject Matter Expert (SME) across one or more discipline area such as Gas, Electric, Smart Meter Data Management Systems, RF, Wireless or Data Networks. Operational support duties include monitoring, scheduling, analysis, diagnosis and resolution of problems involving SmartMeter Devices, Backhaul, Head-end and Meter Data Management Systems (MDMS) including data, application, hardware and network components. In addition to these roles, the position provides –support for Projects that may impact SmartMeter Operations. Responsible for testing new technologies in a lab environment. Participates in design reviews on new deployments. Partners with Product Managers and technical architects to make recommendations for new or retired products.
Job Duties:	Is able to perform all the duties of the Career IT Systems Operations Analyst, and in addition: 1. Applies knowledge of the operation, management, and maintenance of Smart Meter data, application, network and telecommunication systems, linked systems and peripherals in order to enhance SmartMeter operations. 2. Assist other analysts and technicians as appropriate in developing their own technical skills through training, presentations and involvement in the process of maintaining and supporting these systems (installations, upgrades, troubleshooting, problem resolution, etc.). 3. Work closely with peers, supervisor, team members and others as needed to identify, plan, prioritize and implement project deliverables. 4. Provides back up support and recommendations for failed processing related to the 24 hour clock packages to be processed timely to ensure customer web presentment and bill print of accurate usage file data
Scope	• Frequently demonstrates advanced knowledge and technical competence. • Exercises independent judgment and discretion in matters of significance with broad scope and high complexity. • Performs assigned tasks of moderate to high complexity using established procedures. • Supports development and enhancement of Playbook and Knowledge Base for core processes • Coaches and mentors staff
Interaction	
Knowledge / Abilities	Excellent written and verbal communications skills. Excellent analytical, problem-solving and technical troubleshooting skills Able to work and communicate across multiple departments. Ability to work independently and as part of a team. Make realistic, feasible recommendations and facilitate implementation of effective solutions. Initiate technical and product design improvements and convey changes to others, gain organizational support for making changes. Extensive knowledge of key PG&E systems and processes. Advanced knowledge of two or more of the following designated area: IT product line, operational process, Utility domain (e.g. Gas end points or gas network, Electric end points or electric network). Excellent written and verbal communications skills.

Job Qualifications:	
Education	BA/BS in Computer Science, Business, Engineering or equivalent experience.
Licenses / Certifications	
Experience	Typically requires 5+ years of one or more of the following: IT product, Operational processes, Utility domain experience (e.g. Gas, Electric). Advanced knowledge of MODBUS, 2179, DNP and PGE 61850, TCP/IP Must have advanced knowledge of one or more of the following designated area: IT product line, operational process, Utility domain (e.g. Gas, Electric).

IT Systems Operations Analyst, Expert

Summary	The role of the Expert IT Systems Operations Analyst is to provide the most advanced technical support of IT product lines, operation processes, enterprise platform and/or technology service offering managed by SMOC. This position functions as a widely recognized expert and consultant both within and outside SMOC. Work scope includes complex projects with high stakes impact to critical PG&E systems. Establishes methods and procedures for the team. Initiates and owns process improvements and convey changes to others, gain organizational support for making changes. Provides strategic/visionary recommendations.
Job Duties:	Is able to perform all the duties of the Senior IT Systems Operations Analyst, and in addition: 1. Evaluate and articulate market needs and opportunities for SmartMeter technology-based products and services. 2. Assist IT professionals, application stakeholders and business stakeholders in product implementation and use. Provide content-specific advice to technical architects. 3. Continually look for opportunities to improve processes, reduce costs, increase efficiencies, etc. 4. Acts in a lead capacity and/or coach to develop employees. 5. Participates in root cause analysis investigations and provides solutions for future preventions of same issues in partnership with PG&E -suppliers and contractors. 6. Establishes methods and procedures for the team.
Scope	• Assignments are broad and complex, have major associated risks with high visibility, and can be sensitive or widely varied requiring expert judgment in applying and adapting techniques. • Exercises independent judgment and discretion in matters of significance with broad scope and high complexity. • Recognized as an expert in the product or domain area inside and outside of PG&E.
Interaction	
Knowledge / Abilities	Mastery-level knowledge of MODBUS, 2179, DNP and PGE 61850, TCP/IP Able to work and communicate across multiple departments. Mastery-level knowledge of two or more of the following designated area: IT product line, operational process, Utility meter or network level domain (e.g. Gas, Electric). Excellent written and verbal communications skills. Excellent analytical, problem-solving and technical troubleshooting skills
Job Qualifications:	
Education	BA/BS in Computer Science, Business, Engineering or equivalent experience.
Licenses / Certifications	Expected to have certificates appropriate to technology being supported or equivalent recognition.
Experience	Minimum 8 years of one or more of the following: IT product, Operational processes, Utility domain experience (e.g. Gas, Electric).