

JOIN THE HERO SUPPORT TEAM!

Electric & Telecommunication Utility Professionals are often the unsung heroes in the communities where we live and work!

They keep the lights on, the internet working, the phones ringing, and work tirelessly building robust infrastructure that meets today's needs, and tomorrow's challenges. While often going without thanks, they always take pride in a job well done. These are the kind of heroes our community will always need. While not everyone is called to do this work, you have an opportunity to play an essential role on a team that supports them and become a hero in your own way.

Alden is searching for a **Senior Client Engagement Analyst** to join our mission of uniting utility professionals working towards common goals on shared assets. Whether inside or outside of those organizations, any way they think about assets, Alden enables everyone to work better together. This collaboration leads to faster deployments and better infrastructure, which leads to thriving communities. This is one way that we can have a positive impact on our communities and make the world a better place.

ABOUT ALDEN

Our Vision is one collaborative software platform for structure owners, attachers, occupants, and service firms that facilitates activities and enables data driven decisions.

Business process automation that solves deep niche problems, providing intrinsic value inside the company. One source of truth for the utility industry to coordinate from, providing cross-company network value. Technology to enable complementary services that further brings together people in the industry.

To be a member of our team, you must live our core values:

- Have Integrity
- Be Innovative
- Pursue Excellence
- Approach challenges with a Can-Do Attitude
- Be Driven to Learn and Grow
- Be Accountable
- Treat Others and the Company with Respect



Senior Client Engagement Analyst

SALARY RANGE:

\$80k – \$100k / annual

JOB DESCRIPTION

This role includes:

- Work as **part** of a dynamic team to help Alden and our customers achieve shared goals
- Business-minded attitude and approach
- Work directly with customers to gather business requirements
- Balance-focused details with the big picture
- Ask questions and apply critical thinking to drill down to the customers' business needs
- Communicate, question, and lead the customer throughout the business requirement process
- Drill down to the root cause or actual issue
- Document requirements as User Stories with Acceptance Criteria
- Validate that the Alden One Product Specialists' design workflows meet the customers' business needs
- Demonstrate, train, and document the use of configured processes and capabilities of Alden One
- Use Microsoft Office Suite (e.g., Outlook, Excel, Visio, Word, PowerPoint, SharePoint, Teams)
- Organize and document work products
- Continuous and proactive search for instruction and education on Alden's products & business
- Have knowledge of Agile and Waterfall development methodologies
- Travel to customer locations as required
- Other duties and responsibilities as assigned

SUMMARY

The focus of this position is working with and through clients and Alden team members, building and maintaining relationships, and working closely and accurately within established guidelines. There is a need for an effective communicator, someone who is able to stimulate and motivate others while being aware of and responsive to their needs and concerns. There will be many different people to meet and work with.

The person in this position must be friendly and genuinely interested in the business, agenda, and needs of others, including the company, its management, the team, the company's customers, or all of the above. A persuasive, teaching style of communication is required to communicate the company's policies, programs, and systems.

A faster-than average pace will be the norm for this position. Detail work is a major focus of the job, and those details need to be handled quickly, correctly, and efficiently. This portion of the work will often focus on relationships with others; correct handling of details dealing with others is necessary to maintain and grow relationships.

As time is usually a factor, the work must be done on time, as well as correctly. In general, this is a position where guidelines, structure, and established policies must be followed fairly closely, while working with and for others.

JOB CHARACTERISTICS

- Work with the best clients in the utility/telecom industry
- Each day is different from the next, especially in personal interactions
- Fast-paced environment
- Multiple projects going simultaneously
- Very socially focused; requires "how can I help you?" attitude
- Lots of attention spent on building and maintaining relationships, especially where helping, not pressuring, others fosters the relationship
- Adherence to established guidelines and procedures is important
- Important to involve others in the decision-making; there is a need to build consensus rather than make decisions alone
- Open, flowing communication is important
- Position requires working with and through others, especially in a helping role
- There is a need for a persuasive, "selling" (rather than "telling") communication style

- Team environment: leader must be willing to jump in and roll up his/her sleeves to help out when necessary
- Need someone who leads by example, with first-hand knowledge of area of expertise
- Strong, friendly follow-up necessary on tasks delegated to ensure proper results
- Need critical thinker
- Need good listener
- Customer Service oriented, building solid customer relationships
- Familiarity with Change Management methodologies
- Proactive and Inquisitive
- Enjoys interactions with people
- Embraces change
- Enjoys puzzle solving
- Excellent verbal and written comprehension and communication skills

OTHER QUALIFICATIONS

Due to the sensitive nature of our utility work, you must:

- Be a U.S. citizen located in the U.S.
- Pass a background check and drug screen

Education and Experience Required:

- 4-year college degree (software/technology preferred)
- Minimum 3 years work experience gathering and documenting client business requirements

Beneficial experience includes:

- Business Analysis or similar certification
- Software implementation experience, from vendor or client side or both
- Utility / Communication Industry Experience
- Experience with SaaS / Software
- Business requirement gathering for complex or intricate projects
- Exposed to Agile / Scrum methodologies

Preferred location is onsite and located in Birmingham, AL; will consider remote or hybrid.

HOW TO APPLY

Send your resume along with a cover letter detailing why you're the right person for our team to: careers@aldensys.com

alden