

Colombia Jobs Expertini®

Billing Systems Analyst I

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Company: CSG

Location: Bogotá

Category: computer-and-mathematical

Hi, I'm **Juliana Restrepo**, your Recruiter and guide to joining CSG. At CSG, you're more than your resume. We want your diverse perspective and unique background to help us enrich the work we do together. We believe that by channeling the power of all, we make ordinary customer and employee experiences extraordinary. Channel the power of YOU and begin the journey to becoming a CSGer.

What you'll do

You will report to the Billing System Analyst Lead to help focusing on the customer billing cycle, process improvement, and services

Help to identify, document, and complete billing requirements or tasks, which feed the financial cycle, providing quality assurance, and continuous improvement

Setting up customer's billing schedules and procedures, processing and analyzing data, producing invoices and billing reports for Managed Service Customers and scheduling monthly activities with both internal and external teams.

Meet with clients or other teams to gather and document billing requirements and tasks while serving as the primary contact for client's billing interests and resolving issues during billing cycles

Develop documentation for all client and internal processes while assuming overall responsibility for billing procedures and analyses

Understand configuration and release management processes, procedures, and practice in

addition to end-to-end systems and interfaces

Analyze solutions for customer requirements and troubleshoot issues discovered in automated processes

Producing and analyzing billing reports for Managed Service customers

Use of Billing Software

Maintain customer data in oracle database

Maintain and manage multiple ticketing systems

Use various pieces of software for tracking and analysis of data

You should have

Research shows that candidates from underrepresented backgrounds often don't apply for roles if they don't meet all the criteria. Remember, you are not solely your resume. Give your transferable skills the chance to tell the full story. Channel the power of YOU and **apply** to explore the possibility we're the perfect fit.

Bachelor's degree in System Engineering, technology related field, or equivalent experience

Proficient in English in a business environment.

0 to 3 years of work experience in **Desk and Help support** and billing services.

Experience with Unix, SQL and Oracle skills

Perl knowledge is a plus

Previous experience in Customer Service in BPO's

Solid analytical and problem-solving skills

Good verbal, written skills and interpersonal skills. Presents information effectively

Solid working knowledge of **telephony definitions, industry terms and technologies**

Who will love this job

An trusted team player – you know how to connect and communicate with your

audience(s) around the world and create safe environments to voice diverse opinions, foster diversity and belonging and above all treat people with respect

A growth driver– you have a mindset that anticipates and adapts to changing needs and can bring partners together to contribute and work toward a shared vision

A game changer – you dream big and push the limits of what's possible to improve for yourself and others

A leader– you excel leading your own projects and produce impactful outcomes while dedicating time to mentor those around you to help them grow

A strategist you're curious and find inventive ways to implement ideas that lead to business simplification outcomes and solutions

Perks & Benefits

Work from Home, in-office, or hybrid

Paid Vacation, Birthday, Volunteer and Holiday Time Off

Education Reimbursement

And so much more!

[View More Benefits](#)

Our Story

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. For over 40 years, CSG's technologies and people have helped some of the world's most recognizable brands solve their toughest business challenges and evolve to meet the demands of today's digital economy.

By channeling the power of all, we make ordinary customer and employee experiences extraordinary. Our people [CSGers] are good people who are committed to doing good work. We're high on respect and low on ego, making us an easy company to do business with and a best place to work. We cultivate a culture based on integrity, innovation and impact across all our locations, so our people show up as the most authentic version of themselves and can work together to build a more future-ready world. [Learn more.](#)

#LI-Remote

Location(s):

CO.Bogota.Office

- Good working knowledge of customer requirements
- Works well in pressure situations
- Works well within a team environment
- ITIL accreditation will be an advantage
- Education: AA degree or equivalent in Information Technology related field is preferred

Location(s):

CO.Bogota.Office

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