

## Billing Systems Analyst I

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Company: CSG Systems

Location: Bogotá

Category: office-and-administrative-support

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## Billing Systems Analyst I

Apply locations CO.Bogota.Office time typeFull time posted on Posted 3 Days Ago job requisition id 27481

Hi, I'm **Duliana 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 **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

CSGempowers 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

**Similar Jobs (2)**

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**Billing Systems Analyst I**

locations CO.Bogota.Office time type Full time posted on Posted 30+ Days Ago

Introduce yourself to our recruiters and we'll get in touch if there is a role that seems like a good match.

**About Us**

**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 fearlessly committed and connected, high on integrity and low on ego, making us the easiest company to do business with and the best place to work. We power a culture of integrity, innovation, and impact across our locations , representing the most authentic version of ourselves to build a better future together. That's just who we are. If not us, then who? *Learn more***

CSG is an Affirmative Action, Equal Opportunity / Veteran / Disabled / Female / Minority / Sexual Orientation / Gender Identity Employer. CSG does not discriminate on the basis of age 40 and over, color, disability, gender identity, genetic information, military or veteran status, national origin, race, religion, sex, sexual orientation or any other applicable status protected by state or local law, are not taken into account in any employment decision.

CSG will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

If you would like to be considered for employment opportunities with CSG and need special assistance due to a disability or accommodation for a disability throughout any aspect of the application process, please call us at +1 (402) 431-7440 or email us at . CSG provides accommodations for persons with disabilities in employment, including during the hiring process and any interview and/or testing processes.

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