Grade 15   Job No. 2424

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description   **Information Systems Tester**

Entire Company   **Electronic Access**

A. Responsibilities:

In a team based atmosphere, to test and analyze systems functionality and performance to ensure that customer information software applications are functioning according to design, and to provide Help Desk user support.

B. Duties:

1. Test new or modified customer information system and interfacing software programs.

2. Write technical problem reports to document irregularities and abnormal conditions.

3. Write, revise and verify quality standards and test procedures for program design and product evaluation to attain quality of software consistent with technical specifications.

4. Develop procedures used to verify that programs function according to specifications.

5. Provide customer information system user support for NiSource subsidiaries that utilize CIS.

6. Recommend program improvements and work-arounds. Correct customer account information and monitor for accuracy.

7. Assist in developing and presenting training materials to assist in the training of other employees.

8. Travel to designated locations within the service territory for on-site support as assigned. Occasional short term assignments outside of the service territory may be required.

9. Direct the work of one or two employees assigned to assist.

10. Receive and relay messages.

11. Perform duties in accordance with the Company's procedures, practices and safety rules.

C. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. Must have been a qualified Customer Service Representative (minimum of 12 months in the classification).

2. Demonstrate basic customer information system navigational skills and pass the pre-entry test.

3. Shall successfully complete customer information systems training.

Approved by the Company and the Union
July 10, 2012   Job No. 2424