

Lead Business Analyst / Product Owner – Geographic Information Systems (GIS)

Waltham, MA

About Us

The Gas Business Enablement program is a major long-term investment in our US gas business to enhance compliance and to improve customer service, rate case strategy and performance. This program is a significant undertaking for the business as we standardize and simplify our operational processes, upgrade the technical systems they run on, build on our compliance programs in a rapidly changing external environment, develop and enhance how we use technology in the field and ensure we have the right talent and resource plans to successfully deliver to our customers. The GIS Product Owner role is a highly visible lead role and requires commitment to the success of the Gas Enablement Team.

Job Purpose

The GIS Product Owner role will serve as the primary liaison between end-user business teams and program development teams, working to understand and document business requirements and ensuring that the solution delivered by the program meets the requirements of the business while improving safety, compliance, efficiency and consistency across legacy operating companies. This role will focus on the development and deployment of a geographic information system (GIS), integrated with asset and work management solutions, to support the future of gas operations at National Grid.

The successful candidate will lead working groups through design, test/refine and implementation phases while minimizing disturbance to the day to day business and ensuring compliance with regulations. The Product Owner will ensure that the improved end-to-end processes support safety, operations, performance management, customer service and compliance requirements.

Key Accountabilities

- Analyze, design, and deliver new business processes related to Asset Management, Engineering Design and Graphical Information System Management
- Work with the gas business and management stakeholders to assess current capabilities and identify high-level customer requirements
- Identify and escalate project, safety and financial risks
- Support the change management team as they evaluate training and performance support needs and design training and performance support products
- Work with internal teams and consulting partners to define metrics and performance goals
- Participate in translating the requirements and use cases from the business, and ensure the technical teams' clear and complete understanding of the requirements
- Translate requirements and use cases into test conditions and monitor expected results, performance, and user acceptance testing
- Support quality management reviews of the end-to-end process designs to ensure they fulfill the requirements of the Gas Business
- Serve as an advocate for the business community; participate in user and task analysis to maintain the business community's perspective

Knowledge & Experience Required:

- Minimum of a Bachelor's degree, preferably in an engineering/analytical business discipline
- 5+ years' experience in the utility industry at the Manager level or equivalent
- Experience with asset management, GIS, design engineering, and construction within the utility industry
- Strong preference for experience with ESRI GIS, graphical work design, and work management solutions
- Experience implementing large scale change in a customer focused organization
- A strong, successful record in providing strategic leadership, implementing significant change and delivering against key business objectives
- Significant experience managing resources and activities focused on delivering superior operational performance and continuous improvement
- Influential, energetic and enthusiastic business leader, with the drive, ambition and resilience to make things happen and deliver outstanding performance
- Ability to successfully bring together and drive cooperation across diverse teams with potentially conflicting goals and objectives
- Ability to work with both union represented and management personnel to build engagement and design ease of use and sustainability into new processes and systems.
- Knowledge of utility industry policies, procedures, regulations, field operations, organization structure, budgetary process, regulatory processes and labor agreements.
- Experience working in an Agile/SAFe development environment preferred

Capability Requirements:

- Analytical Thinking: Sees multiple relationships with the project or program, identifying several likely causes or consequences of a situation to establish contingency plans.
- Information Seeking: Establishes the facts by digging deeper, asking probing questions and challenging initial responses from different sources.
- Impact and Influence: Adapts approach and considers what is important to the audience by tailoring message accordingly.
- Leveraging Networks: Actively builds and maintains a network of relationships, both internal and external to the organization.
- Teamwork and Collaboration: Possesses positive expectations for team members and expresses regard for them and encouragement. Proven ability to build credible and long-term working relationships.
- Adaptability: Is receptive to change and is willing to change ideas or opinions based on new information, program variations and project scope changes.

This position has a career path which provides for promotional opportunities within and across bands as you develop and evolve in the position; gaining experience, expertise and acquiring and applying technical skills.

National Grid is an equal opportunity employer that values a broad diversity of talent, knowledge, experience and expertise. We foster a culture of inclusion that drives employee engagement to deliver superior performance to the communities we serve. National Grid is proud to be an affirmative action employer. We encourage minorities, women, individuals with disabilities and protected veterans to join the National Grid team.

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