



Job Opening

Manager of Technology & Analytics
\$137,466 – \$168,750

Submit a Cover Letter and Resume No Later than September 20, 2019
to jobs@mcecleanenergy.org

Phone Interviews Anticipated for the Week of September 23, 2019

In Person Interviews Anticipated for the Week of September 30, 2019

WHO WE ARE

MCE is a mission-driven, collaborative, not-for-profit, locally-focused community choice aggregation energy program, providing cleaner energy and energy efficiency programs to 34 communities in four Bay Area counties. We are proud to be the first program of its kind in California and have been operational since 2010.

OUR VALUES

- We provide high quality products to our ratepayers and accessible, responsive service.
- We support thoughtful and robust innovation to advance a more sustainable energy economy.
- We support a productive and collaborative culture while maintaining a healthy work-life balance.
- We respect diverse points of view and proactively engage with positivity and professionalism.
- We serve and strengthen our communities through public outreach, energy education and technical assistance.

OUR COMMITMENT TO DIVERSITY

Diverse opinions, ideas, and experiences push us and challenge us, as individuals and as a team, to work better and smarter. We know that the more diverse our workforce is, the better we support our customers and the diverse interests they represent. We provide an inclusive, empowering, and supportive work environment and welcome individuals from all backgrounds and walks of life throughout our organization, from our employees to our customers and community members.

WHO YOU'LL WORK WITH

MCE is a small but mighty team that is results-oriented and partnership-driven. You'll work with internal and external stakeholders, and fellow CCA agencies around the state to advance our mission and provide value to our top customers. MCE is staffed with passionate individuals dedicated to increasing the adoption of clean energy. Our customers, stakeholders, and community partners share our vision and work hand in hand with us to advance our clean energy future.

WHAT WE OFFER

MCE allows you to work with a collaborative and results-oriented organization. You'll learn about the community benefits and innovation inherent in our business model, and become a trusted partner to our top customers, key stakeholders and other teams and departments within MCE.

BENEFITS

- Competitive salary, including paid vacation, sick, personal, family medical, and parental leave, and paid holidays.
- Excellent fully funded health insurance options, including medical, dental, and vision for you and your dependents.
- MCE contributes to a 401(a)-retirement plan and you have the option of contributing to a 457(b) deferred compensation plan and flexible spending account.
- You have the ability to cover some or all travel costs with our commute alternatives program.
- You have access to professional development opportunities and team-building activities.

WHAT YOU'LL DO

The Manager of Technology & Analytics works under the general direction of the Chief Operating Officer and has the responsibility to lead technological innovation at MCE to help realize its vision as the future-looking, modern electricity provider. The Manager of Technology & Analytics will set the strategy to implement systems and technology that will enable greater product innovation for its various Municipal, Commercial and Industrial, and Residential customer segments. The landscape for electricity generation and delivery, particularly in the GHG free and renewable sector, is evolving rapidly with new technologies and business models being introduced frequently. To make sound decisions on energy procurement and local energy solutions, MCE requires the ability to anticipate and understand the technology landscape and the potential of energy innovations to help further MCE's mission. The Manager will oversee all strategy related to data aggregation, management, and analytics. The Manager will be responsible for overseeing the

architecture, implementation and on-going management of MCE's data platform and systems. The Manager will also be responsible for developing MCE's strategy to acquire and utilize Advanced Metering Infrastructure data to inform rate design, energy and capacity market participation, and customer energy programs and other value-adding offers and solutions. The Manager will also be responsible for system architecture, design, and information security.

SUCCESSFUL CANDIDATES MUST DEMONSTRATE THE ABILITY TO:

- Take responsibility and work independently, as well as coordinate collaborative efforts and achieve work goals through first line supervisors
- Convey complex information in a simple and understandable manner
- Build and maintain productive internal and external relationships
- Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment
- Identify and solve problems effectively and expeditiously
- Demonstrate patience, tact, and courtesy, while achieving ambitious goals and objectives
- Direct, supervise and coordinate the work of assigned staff

WHAT YOU NEED TO KNOW

- Back office system architecture to manage customer data and interactions
- Utility EDI file transfer protocols
- Billing management systems for MCE's rates, billing, and settlement
- Data security and privacy protocols
- Large data queries including knowledge of SQL and Hadoop
- Enterprise data warehouse solution architectures
- Management of AMI/Smart meter data
- Call center set up, including IVR system requirements
- Rate analysis and load forecasting

MINIMUM EDUCATION & EXPERIENCE

Bachelor of Science degree from an accredited university in engineering or hard science fields and at least five (5+) years of progressively responsible experience in the field of large system data analytics, preemptive modeling of aggregated resources, billing systems for energy customers, energy/capacity data analysis, utility billing

WHAT WILL GIVE YOU THE EDGE

- Master of Science degree from an accredited university in Statistics, Machine Learning, Mathematics, Computer Science, Economics, or other related data quantitative fields.
- A passion for our mission
- Experience working in a public utility and/or a Community Choice Aggregation program or at a related energy services organization.

DUTIES AND RESPONSIBILITIES

- Direct strategic decisions to utilize technology in a manner that maximizes the value of MCE offerings to customers
- Create a technology roadmap across MCE for the rollout, integration and implementation of all technology including CRM, billing, data transfer, data warehousing, AML, customer service, etc.
- Develop, lead and oversee the strategy and execution of data management systems, which will include:
 - Assessment and selection process for all technology needs
 - Identifying strategic partners and fostering partner relationships
 - Negotiating vendor contracts
 - Onboard and manage all technology related vendors, including troubleshooting and maintenance
- Develop, lead, and oversee the technology needed for energy procurement, trading, and compliance requirements for CAISO and WREGIS
- Serve as the technical liaison of MCE to the academic and research community and technical conferences to provide thought leadership.
- Collaborate with the Customer Care, Finance, Customer Programs, and Power Resources teams to ensure a cohesive company strategy and implementation on data management, rate design and load forecasting

- Support data collection, cross-channel data integration, data visualization, dashboards, predictive analytics and data mining for MCE
- Leverage suitable analytical tools and partnerships to support MCE management in making strategic, data-driven decisions
- Oversee and manage cloud data warehouse projects to support the analytics and SaaS platforms
- Work closely with the IT department to ensure that the necessary computing resources are available and secure
- Support organizational technology needs to optimize internal process efficiency
- Support C&I and key account relationship management with complex cost comparisons and account analytics

External and Internal Communications

- Update MCE Management Team and Board of Directors on all aspects of MCE technology and analytical work plan
- Provide relevant strategy and information for internal and external meetings and presentations
- Collaborate with marketing and account management team as needed to achieve strategic goals
- Engage with MCE community stakeholders to determine product implications (e.g. impact on MCE load profile and footprint of programs such as energy efficiency and implementation of Distributed Energy Resources)

Supervisory Duties and Responsibilities

- As the need arises, the Manager of Technology and Analytics will create and develop a team.
 - Plan, direct, and coordinate the goals and work plan for the technology and analytics department
 - Assign, review, and evaluate projects and programs, methods, and procedures; meeting regularly with staff to discuss and resolve related issues
 - Conduct performance evaluations and implement performance correction as needed, train and coach staff in content and work procedures as needed
 - Evaluate data to determine team success to reach MCE's goals

WORK ENVIRONMENT AND PHYSICAL CONSIDERATIONS

- Home base for this position can be either the MCE Concord or San Rafael office with regular travel between offices
- Occasionally stand for extended periods of time
- Lift and/or move up to 20 pounds
- The noise, light and temperature level in the MCE office work environment is usually moderate
- MCE will make reasonable accommodation of the known physical or mental limitations of a qualified applicant upon request

TO APPLY

MCE requests qualified applicants provide their cover letter and a resume no later than [TIME, DATE]. Selection procedures may consist of any or all of the following: application ranking, writing sample, skills test, and interviews.

To apply, please send your cover letter and resume via email to jobs@MCEcleanenergy.org

Interviews

It is anticipated that phone interviews will be scheduled during the week of September 23, 2019. Those selected to move forward will take part in in person interviews during the week of September 30, 2019.

This is an exempt, full-time, position. The salary range is \$137,466 - \$168,750 with exact compensation to be determined by MCE.

If you are a highly motivated, detail oriented and well-organized individual who meets the minimum requirements of this position, please apply now!

MCE IS AN EQUAL OPPORTUNITY EMPLOYER