



## POSITION DATA

**JOB TITLE:** Senior Applications and Database Analyst  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** Director of Software Development  
**CLASSIFICATION:** Exempt  
**DATE:** January 2022

## POSITION OVERVIEW

The Senior Applications and Database Analyst will lead the enterprise systems operations that will include Ticketing, Retail, and Reporting applications. The day-to-day job responsibilities will include administration/configuration of these applications per the business requirements as well as generating reports as required. The Senior Applications and Database Analyst will work closely with the business units to determine where system improvements can be made in order to maximize the potential of enterprise systems and help deploy systems that will meet the business goals and will also be responsible for project management of various initiatives. This position requires an established technical and functional knowledge of working with enterprise databases and applications with an understanding of disaster recovery, back up procedures, and information security protocols.

## ESSENTIAL FUNCTIONS

- Manage the portfolio of IT Enterprise and reporting applications and Point of Sale (POS) equipment, particularly Gateway Ticketing, NCR Counterpoint, SSRS (Galaxy reports), and Business Intelligence systems (Pentaho, PowerBI).
- Work closely with business stakeholders to address all the reporting needs of the organization via Pentaho/SSRS/PowerBI.
- Manage/upgrade/install the POS systems in the Museum.
- Work closely with stakeholders (including Retail, Operations, Strategy, Education, Customer Experience, e-commerce, Marketing, and Finance) to understand needs and requirements that can be solved through process and technology.
- Provide production support for all enterprise applications and provide subject matter expertise on related business processes and functionalities.
- Create documentation for POS systems and other technical guides (training, user, install, etc.).
- Administer Gateway eGalaxy webstores according to IT and Admissions requirements.
- Work with vendors in procuring, maintaining, upgrading, and modifying enterprise applications.
- Implement PCI and security compliances and disaster recovery and back-up procedures around enterprise platforms and applications by working with the server administration team members.
- Establish organization-wide operational procedures to ensure high stability and performance of enterprise applications.

## **VOLUNTEER REQUIREMENT**

- Participates in the Annual 5K Fundraiser and September 11<sup>th</sup> Commemoration, as assigned.
- Assists with other special projects and events in support of all 9/11 Memorial and Museum, as assigned.

## **QUALIFICATIONS/SKILLS REQUIREMENTS**

- Position requires a Bachelor's or Master's degree in IT, or equivalent work experience.
- Professional certifications are a plus.
- Minimum of 3 - 5 years of experience working with enterprise applications (preferably ticketing systems) in a cultural, attraction, or similar environment.
- Experience working with Pentaho or other Business Intelligence platforms with understanding of ETL's and automated scheduled jobs is big plus.
- Experience with Gateway ticketing systems is preferred.
- Hands-on experience with MySQL and/or SQL Server databases.
- Ability to create and manage SSRS reports.
- Knowledge of Power BI is a plus.
- Experience with NCR Counterpoint/CPMobile is a plus.
- Experience with Blackbaud's Raiser's Edge and Financial Edge applications is a plus.
- Good database experience including query writing, understanding table structures, and report writing, or modification is required.
- Experience with front-end development (HTML, CSS) is a plus.
- Experience with some combination of the following within one or more point of sale systems: chart of accounts, forms of payment, web integration, and item/SKU configuration is preferred.
- The ability to effectively manage multiple projects/tasks of varying complexities, meeting deadlines, and work well under pressure.
- Ability to handle some of the routine database administrator responsibilities.
- Knowledge of Unix/Linux is a plus.
- Willingness to work non-traditional hours (weekend or late/early hours may be needed based on project timelines), think independently, take initiative, and meet deadlines.
- Ability to present complex technical information to both technical and non-technical audiences.
- Strong JIRA and other project management software skills preferred.
- Must have strong communication, organizational, and problem-solving skills.

## **HOW TO APPLY**

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume and cover letter to [911mmitjobs@911memorial.org](mailto:911mmitjobs@911memorial.org)

## **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices, and group conference rooms. The noise level in the office environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business- related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.
- This document is a communication tool and not intended as a written or implied contract of employment.