



POSITION DATA

JOB TITLE: Enterprise Business Analyst
DEPARTMENT: IT (Information Technology)
REPORTS TO: Manager of Enterprise Applications
DATE: November 2021

POSITION OVERVIEW

The Enterprise Business Analyst will work closely with the Manager of Enterprise Applications to ensure all the business reporting needs of the organization are met and is responsible for day to day maintenance, configuration, and improvements of the application systems. They will provide level 2 support (provide support for application issues the service desk cannot resolve) for the IT department's admissions and retail application portfolio. The Enterprise Business Analyst will work with the business units to determine where system improvements can be made 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 Point of Sale (POS) and reporting systems.

ESSENTIAL FUNCTIONS

- Provide level 2 support for the portfolio of IT Enterprise applications and POS equipment, especially Gateway Galaxy Ticketing and NCR Counterpoint.
- Manage and configure Pentaho data warehouse and Business Intelligence (BI) platform.
- Work closely with business users to understand different reporting requirements and offer scalable solutions using BI toolset and ensure delivery of reports in a timely and efficient manner.
- Write SQL queries/stored procedures in Pentaho/SSRS to pull data from different disparate sources such as from ticketing, retail, website, and online store applications.
- Develop and document all POS Systems policies and procedures including technical and user guides alongside Manager of Enterprise Applications.
- Assist with the procurement, scheduling, installation, testing, and deployment of new functionality for existing applications, and of new applications.
- Administer Gateway ticketing webstores according to IT and Admissions requirements.
- Work with the Admissions and Retail Managers on the maintenance, support, and enhancement of enterprise applications.
- Work with application users in gathering system modifications requirements.
- Work with vendors in procuring, maintaining, upgrading, and modifying enterprise applications and required technical support.
- Develop, implement, and maintain job-specific training programs for Admissions and Retail personnel in the use and proper operation of the POS systems.

- Provide App deployment support for organization's audio guides.
- Support virtual event set-up and operations.
- Manage and configure JIRA processes and provide JIRA training to users.
- Play a lead role as needed surrounding projects related to enterprise applications.

OTHER RESPONSIBILITIES

- Work with lines of business to understand requirements or requests and translate into functional requirements.
- Develop and maintain budgets as requested.
- Look into business opportunities to streamline business processes with automated solutions.
- Attend meetings as requested.
- Handle a large variety of complex tasks and prioritize workflow in a fast-paced office environment.

QUALIFICATIONS/SKILLS REQUIREMENTS

- Position requires at least a Bachelor's degree in Business or IT, or equivalent work experience.
- Minimum of 2+ years of experience administering or acting as a super user for a ticketing, retail, or constituent management systems in a cultural, attraction, or similar environment.
- Experience working with Pentaho or other Business Intelligence platform with understanding of ETL's and automated scheduled jobs preferred.
- Ability to create and manage SSRS reports.
- Professional experience with MySQL and SQL Server databases.
- Knowledge of Power BI is a plus.
- Ability to conduct needs assessment with business users to identify business requirements and translate them into system requirements.
- Good database experience, including query writing, understanding table structures, and report writing or modification.
- Experience with ecommerce platform management, configuration, and HTML.
- 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.
- Ability to effectively manage multiple projects/tasks of varying complexities, meeting deadlines, and work well under pressure.
- A good working knowledge of IT processes and procedures.
- Familiarity with JIRA and other project tracking softwares.
- Experience with Gateway ticketing systems is beneficial.
- Experience with PCI requirements
- Experience working closely with IT systems administrators, network engineers, help desk staff, and application developers.
- Mobile App Development, a plus.
- Knowledge of Unix/Linux is a plus.
- Salesforce CRM experience 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 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
- Please visit our website at www.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

-
- 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.