



POSITION DATA

JOB TITLE: Manager of Enterprise Applications

DEPARTMENT: IT (Information Technology)

REPORTS TO: Director of Software Development

DATE: November 2021

POSITION OVERVIEW

The Manager of Enterprise Applications will lead the enterprise systems operations and provide hands-on support for the IT department's admissions and retail applications portfolio. This position will be primarily responsible for implementation and management of the organization's point of sale (POS), retail and reporting systems. The Manager of Enterprise Applications 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 operational procedures related to enterprise applications and understanding of disaster recovery, back up procedures, and information security protocols.

ESSENTIAL FUNCTIONS

- Manage the portfolio of IT Enterprise applications and POS equipment, especially Gateway Ticketing and NCR Counterpoint.
- Lead the Business Intelligence Platform and work closely with Finance, Retail, Operations, and Strategy to address all the reporting needs of the organization.
- Take a complete ownership of our existing enterprise systems and implementation of new systems, how they impact each other, and how they can be enhanced to support the growing needs of the organization.
- 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.
- Develop and document all POS Systems policies and procedures.
- 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 application users in gathering system modifications requirements.
- Work with vendors in procuring, maintaining, upgrading, and modifying enterprise applications.
- Support virtual event set-up and operation.
- Implement PCI and security compliances and disaster recovery and back-up procedures around enterprise platforms and applications by working alongside the server administration team members.

- Develop and maintain enterprise budgets.
- Establish organization-wide operational procedures to ensure high stability and performance of enterprise applications.

QUALIFICATIONS/SKILLS REQUIREMENTS

- Position requires a Bachelor's or Master's degree in Business or IT, or equivalent work experience.
- Professional certifications are a plus.
- Minimum of 3 - 5 years of experience administering or acting as a super user for 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 is big plus.
- Ability to create and manage SSRS reports.
- Experience with Gateway ticketing systems is strongly preferred.
- 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.
- 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 e-commerce platform management and configuration.
- 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.
- The ability to effectively manage multiple projects/tasks of varying complexities, meeting deadlines, and work well under pressure
- Professional experience with MySQL and SQL Server databases.
- Ability to handle some of the routine database administrator responsibilities.
- Experience working closely with IT systems administrators, network engineers, help desk staff, and application developers.
- 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.
- 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
- 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