



POSITION DATA

JOB TITLE: Enterprise Applications Analyst
DEPARTMENT: Information Technology
REPORTS TO: Director of Enterprise Applications

POSITION OVERVIEW

The Enterprise Systems Analyst will work closely with the Director of Enterprise Applications to ensure the organization's point of sale and related applications meet the company's strategic goal. The incumbent will assist in the acquisition, deployment, and modification of the organization's applications, and 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 Applications 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.

ESSENTIAL FUNCTIONS

- Provides level 2 support for the portfolio of IT Enterprise applications and POS equipment, especially Gateway Ticketing and NCR Counterpoint.
- Develops and documents all POS Systems policies and procedures with the Director of Enterprise Applications.
- Assists with the procurement, scheduling, installation, testing, and deployment of new functionality for existing applications, and of new applications.
- Creates documentation for POS systems and other technical guides (training, user, install, etc.)
- Administers eGalaxy webstores according to IT and Admissions requirements
- Works with the Admissions and Retail Managers on the maintenance, support, and enhancement of enterprise applications.
- Works with application users in gathering system modifications requirements.
- Works with vendors in procuring, maintaining, upgrading and modifying enterprise applications.
- Develops, implements, and maintains job-specific training programs for Admissions and Retail personnel in the use and proper operation of the POS systems.
- Works closely with third party SQL report designers and IT application development team in support of Pentaho and SSRS reporting
- Provides App Development support for organizational audio guides.

- Supports virtual events set-up and operations.
- Plays a lead role as needed surrounding projects related to enterprise applications.

OTHER RESPONSIBILITIES

- Works with lines of business to understand requirements or requests and translates into functional requirements.
- Develops and maintains budgets, as requested.
- Looks for business opportunities to streamline business processes with automated solutions.
- Attends meetings, as requested.
- Handles a large variety of complex tasks and prioritizes workflow in a fast-paced office environment.

VOLUNTEER REQUIREMENT

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

QUALIFICATIONS/SKILLS REQUIREMENT

- Bachelor's degree in Business or IT, or equivalent work experience required
- Minimum 3 - 5 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
- Proven 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 basic HTML editing
- 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
- Established technical and functional knowledge of Point of Sale systems
- Proven ability to effectively manage multiple projects/tasks of varying complexities, meeting deadlines, and work well under pressure
- Good working knowledge of IT processes and procedures
- Experience with Gateway ticketing systems is beneficial
- Experience with a SQL database system 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
- Salesforce CRM experience a plus
- A 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
- 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 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

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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.