

Business Applications and Data Manager

Reports to: Chief Financial Officer
Division: Finance

Job Status: Exempt, Full-Time
Approval Date: June 2019

Job Summary:

The Business Application & Data Manager oversees the installation, upgrading, configuration and daily maintenance of Altru, our ticketing and CRM system, and its relationship with business financial and operations systems. Although this role reports to the CFO, the successful candidate must collaborate with business partners across various levels and departments of the organization, serving as the primary point of contact for Altru. It's through this collaboration that the candidate supports Altru business processes, maintains data integrity, and provides recommendations for optimization, while taking into account the long-term strategic vision of Altru and related services.

The individual in this role must fully understand the technology and information needs of the business to ensure efficient performance and the quality of the data in the system. In addition, the ideal candidate will show passion for implementing and maintaining new functionality, continually drive process improvement, exhibit project management prowess and exemplify strong customer service skills towards internal and external teams.

Essential Functions:

- Adhere to the South Carolina Aquarium Policies & Procedures.
- Serve as the point person for Altru configuration, integration, reporting and ad hoc requests.
- Develop and manage a change control process to ensure any change in Altru is well-thought-out and that affected business areas understand how they are impacted.
- Triage support issues to determine the appropriate actions for resolution or escalation and ensure the quality of the result.
- Communicate statuses and updates across teams and appropriately escalate potential issues.
- Create a process to routinely review data in the system and address data quality issues.
- Work with Finance to ensure accurate and timely reconciliation across systems.
- Work with business partners across all departments to ensure consistent and timely access to accurate KPI metrics and reporting as a basis for data-based decision-making.
- Monitor existing technical processes to identify active and potential issues. Design technical solutions and workflow to meet business goals.
- Recommend process improvements to optimize Altru system resources, workflow, and data quality; work across teams to implement.
- Advocate internally for Altru by recommending use of standard functionality and configuration settings to improve operational efficiency across departments.
- Develop and implement training plans, key materials, and a communication plan regarding Altru's daily use and reporting.
- Conduct business reviews to ensure internal stakeholders are satisfied with vendor products and services.
- Maintain vendor issue tracking log and coordinate all vendor management tasks.

- Occasionally warehouse data and create queries or reports for business partner analysis.
- Other duties as assigned.

Other Duties and Responsibilities:

- Supports the mission of the Aquarium by participating in sponsored programs and events.
- Member of the Operations Team.

Knowledge, Skills and Abilities:

- Ability to quickly learn new systems and technologies with minimal guidance.
- Skilled in database design and administration of Microsoft SQL Server.
- Experience with T-SQL, SSIS and SSRS required for ad-hoc queries and data movement.
- Understanding of database design and modeling concepts to support data analytics.
- Ability to convey technical concepts and solutions to both technical and non-technical staff.
- Ability to comprehend complex requirements and clarify ambiguous information.
- Ability to lead cross-functional teams in issue resolution and process planning.
- Ability to perform multiple, highly complex, technical tasks with a need to occasionally upgrade skills in order to meet evolving job responsibilities.
- Ability to function independently while maintaining clear communication with senior management and individuals in other departments, as appropriate.
- Goal oriented with proven ability to establish priorities and meet deadlines.
- Excellent verbal and written communication skills.

Education and Experience Required:

- Bachelor's Degree in appropriate field of study or equivalent work experience.
- Experience in a non-profit and/or guest services environment preferred.
- Experience in managing and supporting applications.
- Experience with business applications (ticketing, CRM, finance systems, etc.) preferred; Altru experience desirable.

Licenses and Certifications Required:

- Valid Driver's License

Physical Requirements and Working Conditions:

- Average walking, standing, bending, stooping, crouching, sitting and performing computer and phone tasks
- Normal office environment
- Contact with customers, outside vendors and the public
- Occasional travel and nights

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.