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*\*Sparking wonder and curiosity about our world through hands-on science experiences\****

Come join our Information Technology team at McWane Science Center! The full-time System Administrator I will serve as an on-site business and systems resource and website technical specialist, implementing technical solutions to business operations. The person in this position will review, analyze, evaluate, and implement the point-of-sale system and user needs and will also handle a wide range of website maintenance, security, routine site and content maintenance assistance. This position will document business and systems requirements, define and design scope and objectives, translate requirements into specifications, monitor functionality and end user availability and formulate systems to parallel overall business unit strategies to ensure all business systems and website align with the goals and objectives of the company.

The System Administrator I will work with organization staff and external resources to ensure quality delivery and successful systematic rollouts, other system integration and relationships, upgrades, maintenance, and overall customer service.

**Accountabilities and Major Duties**

* Analyze customer needs and provide analysis of requirements to enhance the e-commerce system and website integration.
	+ Work with developers to define systems’ scopes and objectives based on both user needs and a good understanding of applicable business systems.
* Ensure transition of requirements to the IT team and convey a good understanding of the customer’s business and functional needs.
	+ Devise or modify procedures to solve problems and recommend enhancements to business processes to support changing business requirements.
	+ Documents all problems and works to resolve them, reporting progress on problem resolution to management.
* Coordinate use and needs fulfillment of database systems and website integration; identify and implement ways to improve workflow, reduce duplicate information or procedures and strengthen integration of data among departments.
	+ Excellent written and verbal communications skills, including the ability to translate technical terminology to lay terms.
	+ Thorough understanding of point of sales (POS) system capabilities and website infrastructure; applying those capabilities to retail ticketing and loyalty programs and website communication.
* Maintain and develop e-commence strategies in relation to Siriusware needs.
* Develop and maintain organizational data mining, reporting and analysis needs.
* Develop and implement Siriusware training for staff and maintain ongoing educational needs for optimum software usage.
* Maintain and document ownership of company’s domains and ensure compliance with company policies, procedures and ethical standards, software licenses and applicable state and federal laws and regulations including data security, privacy and intellectual property laws.
* Work in partnership with other members of the IT team to ensure all software and data needs are met.
* Support of other information technology department functions, as assigned.

**General**

* + Ability to work as a team member with a positive, helpful attitude in developing creative solutions to needs and issues.
	+ Ability to work independently and use independent judgment while keeping supervisor informed of work activity and issues.
	+ Ability to read, analyze, and interpret complex documents and to create routine and complex reports and documents.
	+ Ability to maintain strict confidence as needed.
	+ Multi-tasking skills and the ability to balance priorities are essential.
	+ Ability to work flexible hours depending on operational needs or required maintenance of systems.
	+ Willing to train in computer hardware repairs.
	+ Stay fully informed and abreast of all SLSC rules and regulations and other industry best practices and accurately apply this information when determining enhancements and fixes.

**Minimum Qualifications**

* Associate degree or equivalent from a two-year or technical school with 3 years’ experience; Bachelor’s degree preferred.
* Request at least two years’ experience providing technical and user support for a client-server point of sale software application with a web interface.
* Experience in ticketing box office desirable.
* Familiarity with Relational Database System concepts, SSRS or Crystal Report useful but not required.
* Knowledge of Transact SQL, ability to extract and manipulate data from relational systems useful but not required.
* Advanced spreadsheet skills.
* Basic understanding of HTML & CSS.

**Minimum Physical Qualifications**

* Must be able to lift up to 50 lbs.
* Must be able to sit and/or stand for extended periods of time.
* Must be able to crawl under desks and be able to climb to areas as far as 20’ off the ground.
* Must have visual acuity and manual dexterity.
* Must be able to operate a computer.

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***Benefits include health, dental, vision and life insurance; 403(b) retirement savings plan including company match; paid time off; FREE membership and IMAX Theater screenings; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

McWane Science Center is closed on New Year’s Day, Easter, Thanksgiving Day, Christmas Eve and Christmas Day.***

**We look forward to hearing from you!** Please forward letter of interest, resume and rate of pay requirements to McWane Science Center Human Resources at **HR@mcwane.org**.EOE.