

IT SUPPORT AND TRAINING TECHNICIAN

Summary

The **IT Support and Training Technician** position is responsible for coordinating all training and the implementation of all applications used by both Myriad Gardens and Scissortail Park, with an emphasis on Blackbaud Altru software. Position will be responsible for purchasing and installing computer hardware and peripherals in coordination with our outside IT service provider. Will require both technical level experience and ability to interface with all levels of users. Position will perform user support as needed.

The **IT Support and Training Technician** serves as ambassador at large for Myriad Gardens Foundation and Scissortail Park and must demonstrate professional excellence and perform to their standard of quality at all times.

Essential Duties and Responsibilities

- Become knowledgeable about all functionalities of Altru modules such as Fundraising, Memberships, Point of Sale, Merchandise, Group Sales, Marketing, and Web site.
- Provide in-house support to all departments who have questions about Altru. Serve as liaison between users and Altru support when users unable to resolve an issue. May require researching the Altru Knowledgebase and Altru Community for answers, as well as contacting Altru support.
- Assist in extracting accurate mailing lists, other data from Altru database.
- Develop training guidelines and set up training schedules for all new employees who use Altru. Additionally, work with existing users to stay up-to-date on training they may need to properly perform their job and minimize the 'how do I do this' questions.
- Assist departments in producing operating procedures for their respective departments with accountability for completing procedures in a timely manner. Review procedures for accuracy and understandability. This is critical for assuring seamless transition due to normal employee attrition.
- Assist various departments in selection and implementing specific software applications which would serve to supplement the Altru software.
- Research most economical hardware solutions and coordinate purchasing and on-boarding of computers with our outside IT support provider and internal users. This will require knowledge and ability to set up and install devices.
- Strong ability to train and encourage end users in merits of the software and desire to maximize the functionality, thus improving processes.
- Provide the support for the Guest Services Representatives (GSR) such as preparing cash bags, working on schedules, covering some GSR shifts as determined necessary.
- Assist with membership fulfillment during festivals or membership events.
- Performs other duties as assigned.

Supervisory Responsibilities

Not applicable

Education and/or Experience

- Post high school education or certifications in business, information technology or related field. Degree preferred but relevant experience allowable.
- Strong working knowledge and experience with database software. Blackbaud Altru/Financial Edge experience a plus.
- Above average skills using Microsoft Excel, Word, Outlook, and other Office products.
- Experience in use of standard office equipment.

Certificates, Licenses, Registrations

- Valid Oklahoma Driver's License.

Skills and Abilities Required

- Ability to track detail information and follow up to complete projects and transactions.
- Able to multi-task when necessary.
- Excellent verbal and written communication skills; excellent organization skills.
- Good interpersonal skills with co-workers and the public.
- Ability to exercise discretion in handling confidential information and materials.
- Ability to determine priorities, be self-directed and work with minimal supervision.
- Must have the flexibility and willingness to work on occasional evenings and weekends when required.

Additional Job Requirements

- Clearance of background check.

Work Environment

The employee will work in an office environment. Some locations visited during the course of executing job duties may not be wheelchair accessible; uneven terrain and some time may be spent outside.

Physical Requirements

- Must be able to use hands and fingers to handle, or feel, such as keyboarding or writing.
- Must be able to see, hear, speak, read, and write to communicate effectively with others.
- Must be able to use reach overhead with arms and hands.
- Must be able to sit for extended periods.
- Must be able to bend, stoop, and climb stairs on occasions.
- Must be able to lift up to 25 pounds.
- Must be able to walk from office building to Garden facility.

Benefits

This full time, nonexempt position is eligible for health, dental, life insurance, vision, long-term disability, voluntary life, accident coverage, 403(b), paid time off, and paid holidays.

To Apply

Please send a cover letter, resume, and salary requirements to: careers@myriadgardens.org. You will be contacted only if considered for an initial phone or in-person interview.

Equal Opportunity Employer (EOE)

Employer does not to discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age.