



IT Support Analyst

About Park Management Company

Park Management Company is a nonprofit 501(c)(3) organization managing the Scissortail Park Foundation and Myriad Botanical Gardens Foundation.

The Myriad Botanical Gardens is a 17-acre botanical garden and interactive urban park located in downtown Oklahoma City. The Gardens include the Crystal Bridge Tropical Plant Conservatory and Visitor Center along with ornamental gardens, a Great Lawn, water features, a children's garden, a lake with terraced gardens and a seasonal ice rink and carousel. The Gardens also offer year-round educational, cultural and wellness programs for all ages.

The 70-acre Scissortail Park links the heart of the city to the Oklahoma River, part of the city's "Core to Shore" master downtown development plan. The new Upper Park, located just a block south of Myriad Botanical Gardens features extensive gardens, a Great Lawn and outdoor performance venue, a lake and boathouse, a café, children's play areas, dog park, a civic scaled interactive fountain, and multiple walking/jogging paths.

Summary

The **IT Support Analyst** 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. Demonstrated ability to write data queries to assist various internal users to gather accurate reports, mail lists, etc. Position will assist with the purchase and setup of computer hardware and peripherals in coordination with our outside IT service provider. Requires both technical level experience and ability to interface with all levels of users. Position will perform internal user support as needed.

The **IT Support Analyst** serves as ambassador 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

- Learn all functionalities of Altru modules such as Fundraising, Memberships, Point of Sale, Merchandise, Group Sales, Marketing, and Web site.
- Provide in-house support to users who have questions about their applications. Serve as liaison between users and software support when users need assistance. May require researching the Altru Knowledgebase and Community for answers, or their support chat line.
- Assist in extracting accurate mailing lists or other data from the 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.
- 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.

- 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.
- Strong ability to train and encourage end users in merits of the software and desire to maximize the functionality, thus improving processes.
- Assist with membership fulfillment during festivals or events.
- Assist with Guest Services Representatives occasionally as needed basis.
- 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 occasionally in the 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, stairs, 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, exempt position is eligible for health, dental, life insurance, vision, long-term disability, voluntary life, accident coverage, retirement program, paid time off, and paid holidays.

To Apply

Please email resume 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 discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age.