

*Cincinnati Playhouse in the Park is an Equal Opportunity Employer (EEO) and is committed to fostering a culture of diversity and inclusion in all areas of its work, both on and offstage. Qualified individuals who bring diverse perspectives and life experiences to the workplace are especially encouraged to apply.*

**Position:** IT Applications Specialist

**Department:** Administration

**Reports to:** Director of Operations

**FLSA Classification:** Full-time, Salaried, Exempt

**Start Date:** As soon as possible; early December

**Salary:** \$65,000/annually

**Position Overview:**

The Application Specialist will facilitate the implementation, development, and support of the entire Playhouse organization in its use of the Tessitura CRM software, financial accounting software (currently Great Plains), and other lines of business software used across the organization. The position reports to the Director of Operations and is a full-time, salaried position with benefits (health, dental, vision, 401k with match, life insurance).

**Position Responsibilities:**

- Instills best-practices and ensures optimal utilization of all business application software for the organization.
- Serve as the Tessitura systems administrator (Tessitura/RAMP, Analytics, TNEW, etc.)
- Work in partnership with all departments to leverage existing tools within Tessitura to help meet organizational goals and encourage growth of data-driven initiatives.
- Work with the department heads on the timely and accurate implementation of Tessitura projects.
- Lead major department projects in Tessitura, including but not limited to season set-up, annual rollover, building performances, campaign/appeals planning, advanced extractions, financial reconciliations/audit and data-driven initiatives, and provide assistance as needed.
- Coordinate all database and related software upgrades and patches. Manage/Assist/Develop testing procedures for upgrades and new product rollouts.
- Manage all database security and control groups.
- Oversee training in all departments for existing staff and newly hired employees to ensure optimal use and create redundancies in areas such as list building/extraction, reporting and segmentation procedures as warranted.
- Analyze departmental reporting and data needs; gather and understand project requirements; create and execute reports that help the organization achieve its goals.
- Produce reports using Microsoft SQL Server Reporting Services, Excel, Tessitura Analytics, and/or other useful applications.



- Perform complex data analysis and report generation in support of ad-hoc and standing requests.
- Assure all departments are fully utilizing Tessitura and other line of business software features to assure optimal use of the systems for maximized engagement and revenue, such as plans, pricing rules, Tessitura on-the-go, allocations, integration, etc.
- Set up and maintain Tessitura General Ledger accounts through partnership with Finance and ensure the integrity of Funds, Fees, Prices, and Payment Methods.
- Set and maintain the highest standards of data cleanliness and usability, including annual NCOA and phone append updates.
- Support Tessitura connection with third party applications.
- Develop and document database processes and procedures.
- Serve as a liaison across the organization for all line of business software including renewing licensing, managing compliance with our third-party IT provider, and connecting with support.
- Other duties as assigned

**Essential Skills and Qualifications:**

- At least three-five years of progressive responsibilities as an advanced Tessitura/database user.
- Microsoft SQL Server Management Studio and SQL Server Reporting Services experience is required. Must be able to create queries, view, and stored procedures using T-SQL.
- Develop effective working relationships at all levels and values these relationships as critical to effective work. Must be able to express ideas clearly and compellingly both verbally and in writing.
- Project management in an internal service environment experience preferred.
- Demonstrated experience in analysis and presentation of data required.
- The ability to transform raw data into high-quality, quantifiable results.
- Experience working with a variety of information systems and data files, including large and complex files, analyzing file structure, using, and creating file layouts.
- Desire to work on a cross-functional team to achieve organizational goals.
- Demonstrated experience using advanced Excel features and techniques desirable.
- Non-profit experience preferred.

**Work Environment and Physical Demands:**

- Must be comfortable sitting for long periods of time.
- Requires operation of a computer, keyboard, mouse, and other office equipment. May require working occasional evenings or weekends.
- Possibility of remote work for the right candidate.

The physical demands and safe working expectations described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without reasonable accommodation.

All employees are required to receive the COVID-19 vaccination unless a reasonable accommodation has been approved.



Employment is contingent upon successful completion of a background check.

Cincinnati Playhouse in the Park continues to monitor the pandemic situation. Qualified candidates will be expected to comply with Playhouse's health and safety plan – while at work and outside work – that continues to be updated per latest state and Federal guidelines.

While this description is intended to be an accurate reflection of the current position, it is not necessarily exhaustive of all responsibilities, duties, requirements, or expectations of this position. Cincinnati Playhouse in the Park reserves the right to revise or amend this description based on business needs or changes to the work environment.

**To Apply:**

Qualified candidates should submit a cover letter, resume and references to Bridget Siedlecki, Director of Operations ([bridget.siedlecki@cincyplay.com](mailto:bridget.siedlecki@cincyplay.com)) and cc: Amy Stier, Human Resources ([amy.stier@cincyplay.com](mailto:amy.stier@cincyplay.com)). Review of materials will be done on a rolling basis until the position is filled. No phone calls, please.