

LOCATION: Phoenix, AZ

JOB TITLE: Tessitura Application Specialist

REPORTS TO: Chief Marketing Officer

SUMMARY: The Tessitura Application Specialist position provides leadership and support of the organization's use of Tessitura applications and systems. The position administers standardized use of Tessitura and related applications, documents related business rules, and keeps the organization current about best practices of the application.

Primary Responsibilities:

- Serve as expert resource for all issues relating to Tessitura and related applications
- Support organization-wide adoption of Tessitura and related applications
- Work with department heads to develop organizational training programs for new hire and existing employees geared to develop multiple "power users", and inform users of updates and new features in future versions
- Work with Finance department to ensure ongoing and accurate reconciliation of all earned and contributed revenue
- Researches new features and applications of future Tessitura versions, recommends appropriate action and leads successful implementation to maintain maximum efficacy of Tessitura software
- Works with Chief Marketing Officer and department heads to establish and implement policies, guidelines, and procedures and implement best practices and standards for usage in all departments
- Works with Tessitura technical resources in problem solving, research, and program development
- Develop and manage the internal and consortium Tessitura roadmap and priorities
- Translate requests for business intelligence into actionable data capture and analysis
- Develop departmental awareness and knowledge of Tessitura and business intelligence reporting and data analysis capabilities
- Develop training programs on generating extractions, lists, and complex data pulls
- Provide reports and analysis of patron and participation trends using Tessitura and related applications
- Lead two organization consortium through strong communication, collaboration and adhering to the consortium Service Level Agreement
- Manage and maintain user profiles, password resets, and security access of Tessitura user accounts
- Works with Vice President of Information Systems on scanner, printer and other hardware implementations as related to Tessitura usage.
- Work with third party vendors and contractors to maintain, manage, develop and debug SQL scripts, modules and routines
- Participate in Tessitura User Groups, User Forums, and other Tessitura Community networks
- Lead season rollover data management and support season build with Patron Services Manager and Assistant Patron Services Manager
- Assume other duties and responsibilities as assigned

Qualifications:

- 3-5 years' experience with Tessitura or similar software strongly preferred
- 3-5 years' experience working with CRM applications and/or database and database reporting systems (Microsoft SQL, SSMS, and/or SSRS)
- Ability to be self-motivated and act as thought leader, visionary and systems expert.
- Experience in orchestral, performing arts, or cultural institution, and/or not-for-profit organization preferred

- Bachelor's degree, or work experience equivalent preferred
- Proven track record in team-building, training, managing, and motivating others to adopt applications or data systems
- Strong verbal and written communication and customer service skills
- Ability to explain technical details and processes in non-technical terms
- Experience with lists generation, extractions, and data analysis
- Demonstrated strong organizational and time management skills
- Strong analytical and problem-solving skills, flexible mindset
- Ability to manage and prioritize multiple projects and tasks

Interested persons should email resume, letter of interest and salary requirements to:
tpscareers@phoenixsymphony.org

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