

Application Support Engineer



INCUMBENT: Vacant
REPORTS TO: Information Technology
LOCATION: Bowling Green, KY
STATUS: Full-time, Exempt
DATE: March 6, 2020

TO APPLY: Please submit a cover letter and resume to hr@corvettemuseum.org. Three professional references are optional but highly desired.

DESCRIPTION

Reporting to the IT Manager, the Application Support Engineer will be responsible for maintaining and enhancing software applications and databases implemented at the National Corvette Museum (NCM). This person will also provide "Tier 2" technical support for our staff and customers, and must have excellent communication skills both verbally and in writing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain NCM software applications and components that serve the following functions: POS, eCommerce, member management, library management, digital experiences, marketing, administration, motorsports experiences, desktop productivity, staff collaboration, and web development;
- Maintain system interfaces between NCM software applications, such as the interface between the POS and eCommerce platforms;
- Perform technical support for NCM staff and customers by phone, email, and in person;
- Diagnose and solve technical issues that arise in software applications implemented at NCM;
- Collaborate with supplier "Tier 3" technical support teams;
- Upgrade software applications and perform post-upgrade quality testing;
- Create and maintain data entry guidelines for all NCM department staff;
- Train staff in effective use of software applications;
- Take on other responsibilities and assignments from time to time as requested by management.

QUALIFICATIONS

- College degree, preferably in Computer Science or similar degree;
- Strong technical competence, with the interest and aptitude to learn complex IT systems;
- 2+ years implementing, customizing, and supporting Adobe Magento, Blackbaud Altru, and NCR Counterpoint;
- 1+ years implementing, customizing, and supporting Blackbaud Financial Edge NXT, Microsoft Dynamics, Microsoft Office 365, Sysco Cake, and WordPress;

- Ability to develop and support solutions based on Adobe ColdFusion and Microsoft SQL Server;
- Deep analytical and problem-solving skills with the ability to logically break down a problem into smaller manageable parts to solve;
- Excellent communication, organization, and attention to details;
- Ability to present complex computing concepts to technical and non-technical staff;
- Capable of working effectively and efficiently independently and/or as part of a team;
- Customer advocate, working hard to ensure customer success and satisfaction;
- Willing to travel as needed;
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to sit at a desk for one or more hours at a time;
- Ability to lift and carry up to 10 lbs;
- Ability to operate computer and other equipment in the office;
- Must have sufficient mobility to move around the Museum and the community.