

Tessitura System Administrator Intermediate
100% Appointment
Reports to John Kennard, UMS Director of Administration

Job Description

Information Technology > Systems Administration > Professional > 102249 - Database Administrator Intermediate - IT190

Primary focus of this position is to facilitate the development, implementation and support of the Tessitura CRM/Ticketing System across all UMS functions, and provide back-up assistance to the UMS Information Technology Systems Administrator. Other duties include timely reporting and financial reconciliation of gifts to the University Musical Society as well as the setup and processing of UMS Special Events.

Duties Include:

60% Tessitura Application Specialist

- 15% Provide general database and application maintenance for the Tessitura CRM software. Assist with setup, implementation, training, software/hardware maintenance, upgrades, data conversion, and secure access to the system.
- 15% Coordinate monthly meetings with each UMS department to analyze informational needs, proper data structure, and efficient data flow. Evaluate output/reporting requirements for each area.
- 15% Handle specialized data output requests using SQL queries/procedures and customized SSRS reports where necessary.
- 10% Create, manage, and maintain UMS specific Tessitura online documentation, including policies on data cleanliness and merging procedures.
- 3% Maintain updated test system to provide non-production environment for training and programming implementation purposes.
- 2% Attend the annual Tessitura Network Learning and Community conference as a representative of UMS.

20% Gift Processing and Reconciliation

- 10% Process donations made to UMS by corporations, matching gifts, grants, foundations and individuals in the Tessitura system, including processing credit cards and reconciling all payment types and batches. Create Gift Processing Forms to send with donations to U-M Office of University Development (UM-OD) for deposit and further processing.
- 5% Utilize weekly UM-OD Gift Reports to reconcile gifts and pledges with information in Tessitura, making sure that all gifts and pledges appear on the UM-OD system (DAC/DART) and identify any gifts that came in through UM-OD. Fix any discrepancies that exist between the two systems.
- 5% Create and update extensive Development Income reporting that indicates daily, monthly and yearly income. Compare previous year income to current fiscal income. On a monthly basis, reconcile all gift revenue accounting with UMS Director of Finance.

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- 3% Process registrations for UMS patrons in Tessitura for various UMS events including Delicious Experience, Prelude Dinners, Ford Honors Gala, and other special events. Create reports for the Development office to verify registered guests for these events.
- 2% Act as liaison to the UM-OUD and the UMS Development office. Assist with implementation of UMS Tessitura and integration with new UM-OUD DART system. Attend administrative meetings as needed.

20% General IT Systems Support

- 15% Work with the Information Technology Systems Administrator to understand critical functions necessary to provide back-up support for UMS computer hardware, software and network. Cross-training between all IT staff is imperative. Provide on-call help as needed for website, ticketing, and other IT functions.
- 2% Provide setup and support for online credit card processing (Cybersource). Troubleshoot incorrect orders/gifts placed through website.
- 1% Manage file and database backup systems (TSM) for all UMS Servers, including Tessitura.
- 1% Comply in all efforts with up-to-date PCI Compliance Standards (credit card security). Complete PCI certification process and update UMS policies on an annual basis.
- 1% Provide secondary support for UMS websites, including ums.org and umslobby.org.

REQUIREMENTS:

Education and Experience: Bachelors degree in Computer Science, a related field or equivalent experience. 2 to 3 years of experience with data base software is required.

Microsoft SQL Server admin experience
Microsoft SSRS Reporting experience
Tessitura CRM software experience a plus