Assistant, Tessitura Data and Information Analytics

The Public Theater is seeking a proactive individual to support the Assistant Director of Data and Information Analytics by providing maintenance for, customizing, and documenting Tessitura, the customer relationship management database at The Public Theater.

This position is part of the Advancement Services team, and reports to Assistant Director of Data and Information Analytics. We are looking for a problem-solver, who is interested in devising creative database solutions to enhance productivity. This is a full-time temporary position lasting until approximately September.

Specific responsibilities:

- Work with Assistant Director of Data and Information Analytics and other departments to leverage existing Tessitura functionality and develop customizations accordingly to serve stakeholder needs.
- Act promptly to all support tickets relating to Tessitura database, exhibiting patience while working to find solutions.
- Know when to utilize resources, such as Tessitura Network Help Desk and internal IT department.
- Assist ad hoc training for new users and with new feature releases.
- Assist in efforts to increase database integrity by creating, implementing, and enforcing policies and procedures that will ensure the stability of the database, the security of customer data, data cleanliness, and efficient operations.
- Use SQL Server Reporting Services and Infomaker to build custom reports, enhance existing report design, trouble-shoot bugs, and test with new releases.
- Create, maintain, and debug database objects in SSMS including tables, views, and stored procedures for reporting, web customization, and other user support processes as needed.
- Create and maintain well-written documentation, including but not limited to documenting custom reports, internal processes, and database objects.
- Proactively monitor how other licensees are using the system; make recommendations to improve usage or configuration.
- Keep abreast of new Tessitura releases and features by participating in the wider Tessitura community.
- Work with web developers to customize website, contributing custom SQL procedures as necessary and assist in testing and troubleshooting website features.
- Act as member of Tessitura Power User Group to resolve issues, plan projects, test new reports and functionality, and guide database upgrades.
• Participate in required system upgrades, acting as user advocate and assisting testing and training on new features.
• Additional ad hoc data analysis, querying, and troubleshooting as required by Assistant Director of Data and Information Analytics.

Required skills:

• Tessitura experience strongly preferred.
• Excellent understanding of relational databases and SQL required.
• Proficiency in SSRS, Infomaker, SQL Server Suite, MS Visual Studio, and the Microsoft Suite preferred.
• Ability to translate technical issues for the end user and translate user requirements into technical requirements required.
• Highly organized with strong attention to detail
• Excellent troubleshooting skills
• Ability to manage and/or be involved in multiple projects at the same time and deliver quality service.
• Ability to quickly learn and adapt to new technology
• Strong problem solving and analytical skills
• Liaison closely with third party and outside vendors
• Ability to work independently with little supervision as well as in a team setting
• Ability to document technical processes for department reference
• Must possess strong oral, presentation, and written communication skills
• Must have the ability to maintain a high energy level and express a positive attitude

The Public is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

This is a non-exempt position, according to the Fair Labor Standards Act. Position is available immediately. Please send a cover letter and resume to jobs@publictheater.org with “Tessitura Analytics Assistant” in the subject line.