Job Title: Information Technology Solutions Specialist

Classification: Exempt

Reports to: Director, Information Technology

Date: May 2022

Summary/Objective:
The Information Technology Solutions Specialist will work within the IT Department and report to the IT Director. The role provides support to APS business solutions including, but not limited to its Association Management System (Personify), Content Management System (SiteFinity), and other critical business systems. The role requires a certain degree of technical skills and a proven ability to provide support to end-users in a positive and assuring manner.

Essential Functions:
• Coordinate with systems and application business owners and users to understand business problems and develop effective solutions.
• For critical business systems and applications (AMS, FMS, CMS, CRM), maintain subject matter expertise, provide support to projects and production activities, and resolve technical issues that may arise.
• Develops business and risk mitigation strategies to achieve effective solutions and goals that are of benefit to APS.
• Identify new business opportunities and write business cases within company business architecture and acceptable procedures.
• Collaborate with IT staff in the planning, managing, and executing of assigned tasks and projects using standard project management principles and standards
• Research new systems, their functions, and features, to support end-users.
• Responsible for the setup and validation of eCommerce transactions and settlements related to various APS systems (LMS, Abstracts management, etc.).
• Plan, design, create, and maintain reporting and graphical information displays using tools such as MS PowerBI, SAP Business Objects, Crystal Reports, and other data analysis tools.

Competencies:
• Vendor management and communication
• Project Management
• Customer service
• Data analysis and visualization skills
• Business Acumen
• Advanced SQL skills (including administration and scheduling)
• Light HTML skills
• A good problem-solving attitude
• Ability to explain technical details to non-technical audiences
• Software Systems integrations and testing
• Microsoft Office products (MS365)

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

**Required Education & Experience:**
• Experience supporting management-based systems (AMS, FMS, CMS, CRM, etc.).
• Solid knowledge of business information systems
• 2 or 4-year degree in a technical field or 4 years of similar work experience in the same

**Other Duties:**
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.