MFA ∎ The Museum of Fine Arts, Houston

Position Available

Title:	IT Application Manager
Reports To:	Chief Technology Officer
Pay Type:	Full-Time, Regular, Exempt, 35 hrs/week
Salary:	Commensurate with Experience and Education
Benefits:	Group Medical and Dental Insurance, Life and Long Term Disability Insurance, Retirement Plan, Flexible Spending Plans, Paid Time Off, Reserve Time Off, Holiday Pay, Museum Membership and Discounts
Work Schedule:	Monday – Friday, 9am – 5pm
Work Location:	Montrose Building, non-smoking facility

Job Description:

This position is the primary steward of application (software) and data strategies for the museum.

Responsibilities:

- Maintains, advances, and integrates MFAH's application porfolio with IT strategy and business needs.
- Supervises development of in-house appliations, websites, and integrations
- Using stakeholder input, develops short and long term application strategies that reflect IT and business needs, market changes, and workforce capability,capacity, and budgets
- Integrates customer facing applications (web, ecommerce, ticketing, digitial assets, CMS, parking) in order to create a world-class customer experience
- Works with all museum departments to implement processes to manage all digital assets and improve data quality, reportability, and reliability
- Understands the lifecycle of collections (object) management; streamlines and automates key curatorial, registrar, and conservation processes where appropriate
- Ensures the safety and security of the museum's digital assets, SI, PII, and credit card data
- Ensures best practices in Agile development and project management are followed
- Issues comprehensive RFI and RFPs, and makes informed build/buy decisions
- Manages complex software implementations, including data conversion, training, documentation, and stabilization.
- Maintains accurate application and data flow diagrams for all museum systems
- Works with the business to improve process, make "source of record" decisions, and eliminate waste
- Presents ROI, RFP, and new requests to the IT governance for prioirtization

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Skills, Knowledge and Abilities:

- Proven experience in planning, organizing, and executing IT application deployment, upgrade, and integration projects
- Agile development, Project Management a plus
- Working knowledge of applicable laws and compliance regulations as they relate to security, retail credit card transactions, and PII.
- Excellent written and oral communication skills
- Ability to set and manage priorities judiciously
- Excellent interpersonal skills
- Exceptionally self-motivated and directed
- Superior analytical, evaluative, and problem-solving abilities
- Influencer; leads their team to new levels of success and builds trust and common ground with business customers
- Management / Supervisory experience required

Education and Experience:

- BS in Computer Science, Engineering, or equivalent training and experience required.
- Experience leading cross-functional teams on sucecssfull software implementation projects
- Familiarity with web development, application development, and integration
- Knowledge of colletions and digital asset management a plus
- PMI-ACP, PMP, or similar a plus

Manages:

- (2) Developers working on a portfolio of projects to include website, ecommerce, ticketing, donation/marketing, point of sale (ticketing), SQL database/reporting, and integrations
- (1) Application Specialist – Point of Sale
- (1) Application Specialist – Digital Asset Management (Gallery Systems)

How to Apply:
Send resume to Human Resources, Job 20-001IT, P.O. Box 6826, Houston TX 77265-6826; Fax 713-639-7508 or email: jobs@mfah.org