

# RETAIL VELOCITY

## Application Administrator

**Reports to:** Leader of Client Success

**Location:** Anywhere in U.S.A., must be able to work EST and PST

**Employment Type:** Full-time

**How to Apply:** Email resume to [HR@retailvelocity.com](mailto:HR@retailvelocity.com)

### About the Company

Retail Velocity (RV), founded in 1994, is the world leader in ingesting, harmonizing and formulating point-of-sale (POS) data for both the Consumer Goods and Retailing industries. Two brothers, John and Jeff Beckett, decided to create a company built around multiple products to drive CPG/Retailer collaboration while 'fixing' an age-old problem in those industries—Data Visibility. Welcome to the world of Perfect Data. Our iPaaS platform is not only a foundation for all analytics, artificial intelligence and machine learning, but our SaaS products are specific to the key business stakeholders within the Consumer Goods and Retailing industries and drive tremendous ROI (return on investment). In 2021, we are focused on taking Retail Velocity to the next level—fulfilling the founders' vision while creating a company that thrives on success for our people, our clients and our company.

### Role Overview

The Support team are critical roles involved in all aspects of the ETL and reporting processes, handling data from retailers and consumer goods companies within the VELOCITY® platform. Data ingestion and harmonization is the initial stage of preparing data to be used by analytics experts. This foundational layer will be essential to building artificial intelligence and machine learning and driving insights. Data should not be limited to POS data but developing and executing a holistic capability with the client for the proper use of structured and unstructured data is the focus. Data will include many sources and outcomes, including sell-in, point-of-sale, demographic, weather and loyalty to name a few. Daily data is our focus, acknowledging that many business decisions are presently built around weekly or monthly data. Properly integrating daily and non-daily data is both a science and an art, and this team is essential for success. In year one, this role will be a critical individual contributor helping to make sure client systems are meeting internal and external expectations.

### Position Description

Client success is our goal, and your primary responsibility will be to administer our enterprise demand signal repository (DSR) software solution suite, VELOCITY®. You will help diagnose and resolve issues for existing implementations, making sure clients have the best possible experience working with Retail Velocity.

The ideal candidate is an effective problem solver who takes ownership of issues and consistently seeks the best possible outcome for the customer.

We will compensate according to experience and provide training and professional development and certification opportunities.

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## General Duties & Responsibilities

- Ability to understand the business objectives and technology, as well as underlying data required for supporting business unit needs
- Ability to communicate technical concepts to technical and non-technical audiences
- Identify, analyze and document application and data quality issues and work closely with internal and client personnel for timely remediation
- Identify recurring incidents and trends, escalate appropriately and assist with keeping knowledgebase up to date
- Support projects and participate in training sessions, presentations and meetings
- Participate in established processes to drive out inefficiencies, operationalize recurring incidents and continuously work to improve the team's client satisfaction
- Insightful and looks for ways to incorporate new, improved thinking
- Ensures documentation for implementations are complete and up to date
- Resolves problems regarding VELOCITY® Applications and systems. Supports peers with resolution of client-side production problems after problems have escalated through existing support systems
- Prioritizes, develops and documents technical best practices and standards; champions them within the organization
- Help mentor and train peers in VELOCITY® and overall system design principles
- Excellent written and oral communication and interpersonal skills

## Role Duties & Responsibilities

- Remotely administer technical solutions to address client business needs based on VELOCITY® components
- Contributes to the design and continued improvement of our SaaS platforms and solution products
- Actively communicate with clients regarding open issues, including their root cause, estimated completion and progress
- Act as the gatekeeper for anything coming into or going out of the client's VELOCITY® system, including data, software and implementation changes, ensuring that everything is documented and tested

## Great People Deserve Great Benefits

We know that we have some of the brightest and most talented associates in the world, and we believe in rewarding them accordingly. If you work here, expect competitive pay, comprehensive health coverage and endless opportunities to advance your career.

Retail Velocity is an Equal Opportunity Employer. RV's policy is not to discriminate against any applicant or employee based on actual or perceived race, age, sex or gender (including pregnancy), marital status, national origin, ancestry, citizenship status, mental or physical disability, religion, creed, color, sexual orientation, gender identity or expression (including transgender status), veteran status, genetic information or any other characteristic protected by applicable federal, state or local law. RV also prohibits harassment of applicants and employees based on any of these protected categories.

RV will provide accommodations to applicants needing accommodations to complete the application process.