RETAILVELOCITY

Position Title: **Cloud Application Administrator**

Location: Ann Arbor, Michigan

Purpose: The Cloud Application Administrator will be responsible for providing managed IT services for our enterprise software application, VELOCITY®, including administration, operation, monitoring, support, and maintenance.

Company Background: Retail Velocity is an established and growing software developer of an enterprise application that provides data warehousing and business analytics to the consumer goods and retail industries. Our mission is to improve sales and eliminate supply chain inefficiencies through strategic and innovative technology and the application of decades of retail experience. We offer a flexible work environment and competitive pay and benefits.

Website: www.retailvelocity.com

Required Qualifications:
- Associates Degree in Information Technology, Business Information Systems, or related field
- Advanced Excel skills, including Pivot Tables and VLOOKUP
- Familiarity with Windows, Microsoft Office, and database concepts
- Excellent organizational, documentation, and communication skills
- Strong interpersonal skills with ability to effectively interface with team members, users, and customers
- Desire to work in a multi-disciplinary, fast-paced team environment
- Ability to effectively manage priorities, deadlines, and tasks with minimal supervision
- Strong analytical, critical-thinking, and problem-solving skills with ability to research and resolve complex problems with appropriate urgency
- Commitment to excellent customer service and quality improvements
- Desire to learn and grow professionally

Additional Desired Skills:
- Experience with application administration and/or support
- Working knowledge of SQL
- Project management
- Knowledge of Supply Chain, Retail Analytics, Retail Marketing and/or CPG related businesses
- Microsoft certifications in database or business intelligence disciplines a plus

Primary Duties
- Remotely manage VELOCITY customer deployments, including administration, operation, monitoring, support, and maintenance
- Identify, analyze, and document application and data quality issues and work closely with internal and customer IT 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
- Other duties as assigned

FLSA Classification: Exempt Salaried Position

Reporting Manager: Director, Customer Acct Relations

Interested candidates should email their resume to HR@RetailVelocity.com