Position Title: IT Systems Project Manager
Department: Operations
Reports to: Director of Operations

Organizational Description

Naples Botanical Garden is a 170-acre world-class paradise, featuring the flora and cultures of the tropics and sub-tropics between the latitudes of 26 degrees north and 26 degrees south, including Brazil, the Caribbean, Southeast Asia, and Florida. The Garden's mission is to connect people and plants through display, education, conservation, and science. The Garden's hands-on interactive Smith Children's Garden, along with 90 acres of beautifully restored native habitats, formal Gardens, walking trails and public programming offer education and enjoyment for people of all ages. Naples Botanical Garden is a 501(c)3 organization.

Position Summary

The IT Systems Project Manager organizes and oversees Naples Botanical Garden's online and on-site sales systems, including administration of Gateway solutions, hardware and software. This is a full-time position reporting to the Director of Operations.

Primary Duties and Responsibilities

- Act as the central point of contact for sales, ticketing and admission control technology issues, and as liaison between Garden staff and sales technology providers, including Gateway
- Coordinate, monitor and support Gateway systems, including Galaxy and Gateway Web Store
- Coordinate, monitor and support POS equipment and process, including ticketing and membership
- Maintain all aspects of online ticketing, including entering and managing PLUs, and ensuring that buyers can print tickets and receive email confirmations
- Maintain point-of-sale technology, including hardware and software
- Create and update procedures and training materials for employees who use sales systems
- Conduct training for staff
- Write and provide custom reports needed by departments
- Work closely and collaboratively with IT staff and service providers
- Plan ahead for the organization's sales technology needs, and evaluate new products and technologies as they become available

Additional Responsibilities

- Participate in Garden-wide events and projects as required or needed
- Performs other duties as assigned and required

Qualifications

- Bachelors Degree or equivalent experience
- Experience in project management/coordination
- Experience with Galaxy and Gateway Web Store
- Ability to troubleshoot basic IT, computer and server issues
- Solid competence with Microsoft Office products (Outlook, Word, Excel, PowerPoint)
- Ability to function effectively as a member of a team as well as work independently to see projects through to completion
- Background check required

Physical Requirements

- Intermittent standing and walking with extended periods of sitting in meetings, at desk or working at computer. Position routinely requires visual and aural acuity, manual dexterity

A pre-employment background check required.

Naples Botanical Garden is an Equal Opportunity Employer. The Garden has a long-standing policy of employment and advancement based solely upon qualifications to perform the essential elements of a position without regard to age, creed, gender, national origin or ancestry, race, color, religion, veteran status, pregnancy, marital status, HIV status, genetic information, sexual orientation, handicap or mental or physical disability, race, color, religion, sex, sexual orientation, age, national origin or disability.

To Apply: Please provide a cover letter, resume, and contact information for three references by email to employment@naplesgarden.org. To find out more about Naples Botanical Garden, please visit our website at www.naplesgarden.org