



## JOB DESCRIPTION

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Job Title: Operations Process Support Administrator  
Job Family: Administration  
Division: Operations  
FLSA Status: Exempt  
Department: FP&A

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### Summary:

The Operations Process Support Administrator will work with IGY team members across the globe to ensure the correct operation of IGY's primary customer database and marina management software HavenStar. The role will provide professional and efficient support to the company in assessing, implementing, training and maintaining the various aspects of HavenStar to meet compliance and business requirements. Key responsibilities include working with internal and external resources on the planning and execution of training, system improvement, database management, support, and reporting.

**Essential Duties and Responsibilities include the following** (other duties may be assigned):

- Serve as the United States, Mexico, and Caribbean Subject Matter Expert for HavenStar.
- Provide prompt and courteous support to HavenStar users via phone, email, and chat; working inside of a ticketing system.
- Assist with designing and updating training campaigns.
- Offer training to team members of all levels; On-site and remotely, via multiple methods.
- Travel to marinas, assisting with the implementation of and ongoing training in HavenStar.
- Assist with the implementation of security, system updates, user access, and data management.
- Coordinate and facilitate the creation and updates of related documentation.
- Review procedures and maintain training and usage requirements.
- Perform assessments and enforce compliance with policies, standards, and procedures of HavenStar usage.
- Assist with building and distributing reports requested by the business.
- Assist with maintaining ticketing, change management, and knowledge base system for HavenStar.
- Ensure an effective level of cross training to provide for team member absence.
- Provide expert problem solving and technical judgment skills to respond to new requests and develop necessary documentation by working with appropriate teams.
- Make recommendations for improvements.
- Maintain relationships with internal team members, and external vendor.
- Adhere to Technology team established development and support processes, team and company policies and best practices.
- Research and evaluate current and emerging technologies, staying abreast of new technologies and solutions that will help increase productivity, innovation, and business capabilities.

### QUALIFICATIONS/EXPERIENCE:

- Bachelor's degree in Computer Science, Accounting, or a related subject; or equivalent experience.
- Minimum 2 years of directly related experience in an enterprise environment required.

**KNOWLEDGE, SKILLS, ABILITIES:**

- Experience in support and maintenance of ERP technologies is required.
- Experience with Project Management is required.
- Knowledge of common IT solutions from leading technology providers.
- Excellent written and verbal communication skills.
- Good customer service and interpersonal skills to support internal team.
- Strong troubleshooting, problem solving, and creative thinking skills.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the incumbent works in a typical office environment. The noise level in the work environment is usually quiet.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and occasionally required to stand; regularly use hands to finger, handle, or feel; reach with hands and arms; occasionally stoop, crouch; regularly talk or hear. Continuous and frequent use of the computer, printer, keyboard and other related equipment. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

**Travel requirement:**

The position will require travel as needed.