



THE METROPOLITAN MUSEUM OF ART

Position Profile

Position Title:	Senior Analyst for Enterprise Content Management
Department:	Information Systems and Technology
Reports to:	Assoc. Mgr. Of Interpretive Technology
Salary Grade:	M5
Employee Classification:	Exempt Full-Time
Effective Date:	November 2008

General Description:

The Senior Analyst for Enterprise Content Management would initially be involved in the implementation of the Met Images project, a major initiative of the Director's Office and Information Systems and Technology Department which was recently funded by the Board of Trustees. The Senior Analyst for Enterprise Content Management will be a member of the Content Technology Team in the Information Systems and Technology Department and have a key role to play in any initiative that involves the management of digitized assets at the Museum, including database design, reporting, digitization procedures, resource identification, development of cataloguing schemas, and interface design. The Met Images project is well underway, with several extensions to the core system in various stages of completion.

Primary Responsibilities and Duties:

- Support of digital asset management at the Museum
- Serve as a primary technical liaison to software vendors, implementers, and consultants in all digital asset management activities and related projects
- Work with user community to resolve day-to-day functional issues with digital asset management systems, proactively identify and resolve issues, evaluate file-processing errors, diagnose database and application issues
- Design, develop, and maintain reports from the Museum's digital asset management systems (e.g., Met Images system, production workflows, digital rights management, licensing activities)
- Work with Database Administrator and/or contractual partners to design, specify, and execute data migration/synchronization/update tasks between various Museum data repositories
- Review, analyze, and evaluate business systems and user needs, and assist in the development of user requirements and participate in reviews
- Prepare written procedures, instructions, and documentation to assist users and technical staff with the operation and maintenance of digital asset management systems
- Work closely with vendors to understand system upgrade paths, storage needs, and performance metrics
- Coordinate system upgrades and the installation of system software patches with technical staff and affected users, as required



Position Profile (continued)

- Maintain and administer digital asset management systems, based upon a strong understanding of the client server environment, security setup, system configurations, desktop installations, external and internal interfaces, etc.
- Administer the development environment for digital asset management systems and related systems
- Work with client departments to develop appropriate cataloguing schemas, according to industry standards and best practices.
- Demonstrate a strong commitment to customer service principles
- Other related duties

Requirements and Qualifications:

Experience and Skills:

- Must have excellent skills with PC-based, client-server systems and architectures
- Must have 3 to 5 years experience in IT analysis (business process analysis, systems analysis, workflow, functional design specifications)
- Must have experience with and knowledge of digitization processes for content, including digital image capture, digital scanning, manipulation of metadata, and cataloguing of digital files
- Conceptual knowledge of relational database architecture and design a must
- Must have strong verbal and written communication skills
- Must have experience with end-user support and service
- Programming experience with web services (e.g. .Net, SOAP) required
- Experience with technical implementation and maintenance of digital asset management systems (especially experience with Interwoven MediaBin) preferred
- Understanding of cultural heritage cataloguing standards (DublinCore, CDWALite, CIDOC, Getty Vocabularies) preferred
- Experience with Crystal Reports required, and SQL Server Reports preferred

Knowledge and Education:

- Bachelor's degree or relevant technical certification required (preferred in a related field)

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