
Position: Database Administrator

Level: Manager

Summary:

The Database Administrator is a part of the IT Department. The primary objective of this position is to achieve enterprise measures for member engagement, member satisfaction and brand perception through database support and management. This role collaborates with the IT Department and other departments as needed to support and manage systems and digital solutions.

Qualifications:

- Bachelor's degree in related field preferred.
- Minimum 3-5 years of experience within information technology and system support.
- Experience managing Microsoft SQL Server in an enterprise environment.
- Extensive knowledge of SQL query syntax.
- Experience linking database and websites in a secure manner.
- Knowledge of data processing systems, concepts and methodologies.
- Understanding of the processes and importance of change control procedures.
- Familiarity with tracking and managing issues using a ticket system.
- Experience with iMIS CMS strongly desired, but not required.

Primary Roles: Database management, database support, identifying and reporting on trends, producing ad-hoc reports for multiple departments, verifying data integrity, documenting processes.

Reports To: Director of Member Data

Supervises: N/A

Travel: 0%

Typical Week: 40 hours

Key Responsibilities: The Database Administrator provides database and web support for the benefit of our membership by maintaining the highest levels of system reliability, availability, and data integrity.

- Supports the Director of Member Data with management and maintenances of the iMIS CRM, running in a Microsoft SQL Server database environment.
- Works with the Director of Member Data to develop, modify, maintain and deliver custom reports using standard tools (IQAs, MS SQL, SSRS, Crystal, etc.) for both ad hoc and on-going needs
- Maintains database and assists in the development and implementations of data reports, including but not limited to volunteer statistics, membership statistics, chapter updates, chapter and member dues, other reports, labels, etc.
- Supports web and database connections with iMIS and multiple external modules/add-ons
- Proactively develops and delivers training for internal staff members, with the goal of enabling Tri Delta staff to work autonomously in the iMIS environment.
- Collaborates and coordinates with staff teams in effort to automate data entry and create more effective maintenance of membership and chapter data.
- Responds to internal and external support tickets in a timely manner.
- Produces documentation of internal processes.
- Manages ICE (TriConnect) for collegians and alumnae, creating forms and reports to be utilized by chapter officers, volunteers and staff.
- Cross references the database and website front end to ensure both tools are working efficiently together.

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- Records and maintains up-to-date membership records including, but not limited to, name and address changes, locating “lost” members, any changes in the membership listings used in mailing the quarterly Trident magazine and/or annual giving mailings.
 - Identifies, analyzes and interprets trends or patterns in complex data sets.
 - Identifies opportunities and delivers solutions to improve database data integrity.
 - Weekend work (primarily conferences) and work outside of normal business hours (system updates during defined system maintenance windows) may be occasionally required.
 - Receive and act on feedback; focus on self-development to become the best version of yourself.
 - Pursue open and consistent communication with Tri Delta EO employees and Board members.
 - Focus, internally at Executive Office and externally with members and the public at large, on elevating Tri Delta’s brand to be a premier women’s organization dedicated to helping women live, learn, and lead – with Purpose - for a lifetime.
 - Passionate about serving others (e.g., employees, Board members, collegiate and alumnae members) and helping them become the best versions of themselves.
 - Consistently demonstrate bravery, boldness and kindness.
 - Develop team goals which ultimately support enterprise goals(s) of member experience, organizational effectiveness, and sisterhood growth.
 - Participate in Tri Delta events and pursue external relationships.