

POSITION DESCRIPTION

TITLE OF POSITION: Database Administrator/Information Technology Manager

DEPARTMENT OR OFFICE: Administration and Finance

SUPERVISOR'S TITLE: Director of Administration and Finance

FLSA STATUS: Exempt

DATE CREATED/REVIEWED: September 2006

NATURE OF POSITION: Provides in-house database administration and information technology support. Moderate to heavy lifting is a requirement of this position. Responsibilities include, but are not limited to:

- Managing the association databases (iMIS, Great Plains, Access, Excel) to include: managing database development; running reports and lists for staff as requested; creating new reports, tracking database licenses; troubleshooting of user issues; and serving as the liaison to the ASP;
- Integrating and managing multiple databases to ensure that data is consistent across programs;
- Maintaining database integrity and security;
- Serving as the liaison to the network administration vendor – following up on outstanding/unresolved cases, adding/changing users on the network, requesting folder permissions, reviewing budgets and billing, etc.;
- PC and LAN administrative support, including minor troubleshooting and upgrading of software and hardware;
- Configuring, connecting, installing and maintaining PC software and hardware;
- Maintaining accurate and current inventories of all association software licenses and computer equipment. Equipment inventory will be coordinated with the department director for purposes of depreciation;
- Serving as the association's coordinator for all external technical service calls (e.g., printer maintenance, copier and telephone system maintenance);
- Maintaining the association's laptop checkout log and providing in-house AV support;
- Overseeing the association's landline and cellular hardware communications services.

BACKGROUND REQUIREMENTS OF INCUMBENT:

Education: Four year degree in database administration/information technology and/or relevant certifications.

Skills: Requires skills in database and network administration, software licensing, and procurement. Proficient knowledge of iMis, Great Plains, and the Microsoft Office Suite. Must possess excellent technical knowledge of PC networks, operating systems, and hardware. Good verbal communications skills, as well as tact, diplomacy and the ability to prioritize and handle immediate requests are required.

Relevant Experience Three to five years of database administration and networking/troubleshooting experience required.

SUPERVISION REQUIRED: Requires periodic supervision. General directions and instructions given by supervisor on projects and priorities.

SUPERVISORY RESPONSIBILITIES: None.

AVAILABILITY OF QUALIFIED PERSONNEL: This position should be filled within two to three months if vacated.

POSITION RELATIONSHIPS:

Membership: Minimal contact.

Governing Structure: Minimal contact.

Government: Minimal contact.

Public: Minimal contact

Other Organizations: Heavy interaction with external computer service contractors and computer equipment sales representatives.

Association Personnel: Heavy interaction with all staff with respect to computer work station/network responsibilities.

POSITION RESPONSIBILITIES:

Policy Formulation: Develops policies and procedures for consideration by supervisor for database management; workstation configuration, installation and usage; assignment of e-mail addresses for staff and members; and software/hardware purchases and installation.

Planning: Develops and proposes plans for database upgrades and training; computer replacement, installation and usage; and develops short and long term software upgrade schedules. Manages the computer inventories and plans and submits replacement requests to supervisor at the appropriate times.

Decision Authority: Exercises decision authority in the areas of work station maintenance and repair, to include initiating calls to the database and network administration vendors. Within budget constraints, exercises decision authority in purchasing computer supplies and some software and hardware from vendors with most competitive bids.

Budgetary Responsibilities: Assists with the development of and is responsible for tracking the budget for computer/equipment purchases and maintenance. Makes recommendations regarding the purchase of computer software and hardware and database modules and upgrades. May review contractors' invoices for accuracy before submitting them for payment.