

POSITION POSTING

EOE M/F/D/V

Date Posted:	August 4, 2010	Closing Date:	When Filled
Position Title:	Database Manager		
Department:	Information Systems		
Supervisor:	Vice President, Information Systems		
Salary:	Negotiable, based on experience		
Start Date:	Negotiable		
Position Status:	Salaried, Full-Time Position Subject to an Annual Review		
Job Classification:	Exempt <i>In compliance with the Fair Labor Standards Act, this position is classified as an exempt position and the employee is not eligible for overtime. Some evening and weekend hours may be required.</i>		

POSITION OVERVIEW

This position is devoted to consistent data management and creating a learning environment for database users. The Database Manager performs all aspects of database administration including testing of all modifications, security administration, capacity planning, performance tuning, research and evaluation of new tools and techniques, and development of policies, standards and procedures related to the database environment.

RESPONSIBILITIES

- Manages staff training and development to ensure the consistency of system data, timeliness of data recording and reporting, and effective use of information system resources; regular analysis of data to assure quality control.
- Develops, implements and maintains policies, procedures and standards for staff in entering and retrieving information from the database; prepares and maintains user manuals and instructions; Maintains documentation library to ensure usability, availability, accuracy and comprehensiveness of all documentation.
- Assesses user proficiency through personal interactions and formal assessments and provides required training with in-house resources or outside vendor.
- Leads regular application users group as formal means for identifying and prioritizing application and training needs to include canned and ad hoc reporting, business rules and customizing tables and dropdown menus, etc.

- Develops training materials and conducts training classes for staff to ensure technology is being used to its full potential; coordinates training to introduce staff to database upgrades or modifications to promote awareness of them.
- Works with the Vice President, Information Systems on a project-by-project basis.
- Manages and coordinates development and analysis of reports and exports for campaign and financial data to support customer expectations with accuracy and timeliness.
- Provides technical assistance, training and documentation to users including requests for advanced database queries and reports.
- Generates database queries and reports for those requests not available from the menu-driven capabilities. Analyzes, tests, and implements database design changes as defined by the staff to meet business or operational objectives.
- Coordinates testing of database and associated software releases with staff.
- Designs, implements and manages data transformation and data replication; accurate and timely processing of campaign data imports to database.
- Serves as the primary technical contact for data imports; investigates and resolves related individual account problems.
- Monitors database for duplicate accounts and coordinates the activities related to duplicate identification and reconciliation of accounts and staff education for prevention.
- Manages the set-up, staff training and use of database modules and features for improved business processes and activity tracking.
- Serves as point of contact for customers of UWM On-line Campaign process to include initial presentation of the application and associated reporting.
- Provides professional service in meetings and trainings for companies utilizing UWM On-Line Campaign processing software.
- Serves as contact with the database software vendor on a full range of issues (support, development, training and integration).
- Manages data processing personnel as applicable, to ensure accuracy and timeliness of campaign processing.

REQUIRED QUALIFICATIONS

- Three to five years of experience in database management in a professional and/or non-profit environment.
- Proficiency in FoxPro; SQL, Excel and MS Office family of products.
- Strong database analysis skills including demonstrated ability to write reports and build queries.
- Experience in programming and data processing report writers in support of customer data management and accounting practices.
- Demonstrated ability to present written and verbal recommendations, instructions and

processes with clarity to all levels of staff.

- Ability to troubleshoot sophisticated database issues; strong analytical and problem-solving skills.
- Experience managing multiple, concurrent projects.
- Familiarity with operations management in heavy application software environment.
- Demonstrated ability to write clear and accurate user and technical documentation.

PREFERRED QUALIFICATIONS

- Degree in information management, computer science or related degree.
- Knowledge of nonprofit software applications.
- Experience in or familiarity with nonprofit organizations, fundraising and/or relationship management.
- Experience in a similar position or in a United Way organization.

ADDITIONAL INFORMATION

- 37.50 hours per week (8:30 am – 5:00 pm) is the general rule. However, depending on the project cycles and workflow demands, additional hours or work schedule changes may occasionally be required.

Qualified candidates should submit resume and cover letter to:

Mr. Dean Guess
Vice President, Information Systems
United Way of the Midlands
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Columbia, SC 29201
Email address: dguess@uway.org
Fax #: (803) 748-7284