

## **Water Street Mission Job Description Database Systems Administration Specialist**

**Summary:** The Database Systems Administration Specialist serves within the ministry of Water Street Mission by providing implementation of a new system, data migration, and continuing support of the Guest Management System, which includes multiple aspects of guest information and outcomes measurement.

**FLSA:** Full-Time, Exempt

### ***The Database Systems Administration Specialist must be:***

1. Willing to sign the Water Street Mission Statement of Faith
2. A current member or regular attendee of a local church
3. Able to fully support the core values and philosophy of ministry held by Water Street Mission

### ***Essential Functions:***

- Develop dashboards, reports, workflows, approval processes, and complex formula fields, as well as enter data
- Support system, LCRM (Salesforce.com)
- Develop system documentation, system specifications/requirements, presentations, correspondence, studies, reports, and training materials
- Identify growth strategies and new opportunities to use systems to optimize, consolidate and simplify business processes within the organization
- Work with the internal and external user communities to provide best practices and tips on system databases
- Design and implement system features such as cases, creation of custom objects, workflows, email alerts and templates, and campaigns
- Provide continuous monitoring/support and metrics of system usage and data quality
- Analyze existing database to identify existing trends and provide recommendations for future developments
- Oversee and function as on-site expert for these systems, providing day-to-day troubleshooting, training and support for all users
- Assists IT Team with campus wide support

**Reports to:** VP of Finance and Operations

### ***Education and Experience:***

*The ideal candidate will possess the following:*

- Bachelor's degree or relevant combination of education and experience required
- Microsoft Office experience
- Experience working in nonprofit environment
- Research, analysis, and creative problem-solving
- Working independently, taking ownership of tasks, processes, and products
- Interpersonal relationships: Dealing with wide range of people and communication styles
- Learning how to use software packages as necessary
- Data management and manipulation

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*It is preferred that the ideal candidate possess the following:*

- Excel and/or Access advanced use (*preferred*)
- Apex or Salesforce or other system code (*preferred*)
- Salesforce Certified Administrator Certification or other similar system certification (*preferred*)
- SQL experience (*preferred*)
- System implementation and data migration experience (*preferred*)
- Familiarity with guest management software (*preferred*)

***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 position. While performing the essential functions, employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 50 pounds.

***Christian Life:*** As an employee of Water Street Mission, you are an important member of a Christian Missionary organization. All staff members are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, or counseling sessions. Because of the nature of these types of ministries it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.