

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 40 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position:	Database Administrator	Wage:	\$20.00-\$22.00
Department:	Administration	Pay Basis:	Hourly
Reports To:	Director of Programs	FSLA Status:	Non-Exempt
Hours/Week:	Part-time – 25 hours a week	Benefits:	Eligible at .5 FTE
Employment Status:	Regular, At Will		

Position Summary

The Database Administrator position is responsible for data management and reporting functions as it relates to program outcomes. This includes training users on processes and procedures. In coordination with the Director of Programs, assists with various technology needs of the agency, performs database administration, and advises and supports Management with information analysis related to grant and fund development.

Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. Competent performance of all essential tasks is critical to the continued employment of the employee in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Data Management**
Assists in developing policies and procedure manuals for management of data flow and reporting. Assists in developing systems and structure of all data elements to capture and report within quality standards. Analyzes, presorts and interprets information from a variety of source documents to determine completeness, accuracy and compliance. Contributes database and reporting configuration expertise. Maintains database software, including installation and testing of patches and updates. Monitors data collection system performance, analyzes operational problems and maintains database integrity. Includes, but is not limited to Efforts to Outcome and Results Plus Databases.
- **Training**
Responsible for planning, design and implementation of the database training program for all agency personnel entering data. Provides formal and informal training in use of the database. Provides new hire and "help-desk" support to the entire network user community; responds to user questions with thoughtful and thorough responses. Provides ad hoc assistance to users experiencing difficulty with standard desktop tools. Works with management and staff to identify the training and reporting needs required to achieve department and agency goals.
- **Reporting and Records Management**
Designs report templates and runs reports as appropriate. Develops and maintains a report repository for the agency. Develops and implements policies and procedures to ensure the integrity of the database. Maintains the agency asset log as well as the document storage log.
- **Information Technology**
Oversees the efficiency of the information technology system for the agency as it relates to phones, computers, printers, copiers, fax machines and any other devices relating to technology. Monitors system performance, analyzes operational problems and, in coordination with the Director of Programs takes appropriate corrective action. Responsible for the following:

Computer Support

- Computer maintenance including updates, malware monitoring, installs and troubleshooting
- Purchasing, replacing and recycling equipment (i.e., monitors, keyboards, printers) in coordination with the Director of Programs
- Install and troubleshoot performance issues for new equipment
- Assist staff with software performance issues (i.e., Excel)

Phone Support

- Assignment of numbers to staff
- Assist in forwarding and/or maintenance
- Provide training material
- Troubleshoot
- Maintaining contact list

Other Equipment Support

- Assist with equipment set up and network readiness (i.e., Xerox copy/scan/printers)

User Management and Support

- Set up new staff in regard to Xerox machines, ETO, and contact lists
- Disable departed staff in regard to Xerox machines, ETO, and contact lists
- Track Symantec Anti-Virus and malware
- In coordination with the Director of Programs, provide support for entire network of users; responding to all staff questions in regards to computer or network issues

- **Administrative**

Performs administrative duties in compliance with grantor operational guidelines, and provides administrative office logistical support as needed.

Other Duties

- Performs other duties as requested.

Organizational Culture

A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Key Behavioral Traits

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.

Prerequisite Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position:

- At least three years' experience in data management.
- Proficiency with relational database query tools (Access, Crystal Reports and SQL desirable)
- Programming knowledge is not mandatory, but proficiency in systems, database and application development and configuration is necessary.
- Ability to implement and test system configuration and design changes.
- Bachelor's degree preferred.
- Ability to think systematically.
- Knowledge of report preparation and ability to write effective procedures.
- Strong analytical and interpersonal skills.
- Detail and results oriented with excellent written and oral communication skills.
- Ability to work both independently and as an effective member of a team.
- Valid driver's license and current auto insurance.
- Prior to employment, obtain fingerprint clearance and pass TB testing
- Prior to employment, must pass pre-employment physical and drug test

Knowledge and Skills

- Working knowledge of current version computer operating systems as well as Microsoft Office and data query tools.
- Working knowledge of the statistical data collection requirements of a non-profit agency.
- Standard English usage, spelling, grammar and punctuation
- Basic arithmetic computation and computer skills

Ability to:

- Learn and understand the dynamics of the cycle of domestic violence and prevention strategies.
- Maintain orderly work environment and perform tasks in a prescribed and safe manner. Maintain and improve professional skills and knowledge. Establish and maintain cooperative working relationships with agencies and individuals contacted during performance of job duties. Be flexible and receptive to suggestions, input and change. Operate modern office equipment, including computer, phone, fax, copier, etc. Understand and carry out both oral and written instructions in an independent manner. Communicate effectively and tactfully in both oral and written forms.
- Generates accurate reporting data and analysis in a timely fashion with minimum supervision. Ability to detect obvious errors in data and recognize needed corrective action.
- Ability to plan, design and implement data management policies and procedures and training programs for database users.
- Ability to effectively manage multiple tasks, conflicting priorities, deadlines, and follow established policies and procedures.

Supplemental Qualifications

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Bachelor's degree in related field.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 50 pounds
- Movement within office environment
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, and computer use
- Ability to sit for extended periods of time

TO APPLY: To apply please send a cover letter and a resume to mbastoni@ywcasc.org with "Database Administrator" in subject line.

- Thank you for your interest in employment with the YWCA. We may be unable to respond to every individual submission due to a high volume of applicants. Please do not telephone. Applicants who do not follow the application procedure are immediately disqualified.