YAMHILL COMMUNITY ACTION PARTNERSHIP

POSITION TITLE: Database Analyst and IT Support Specialist
RESPONSIBLE TO: Finance Director

RESPONSIBLE FOR: A full-time, non-exempt position responsible for the development and maintenance of agency databases, necessary for accurate and efficient tracking and reporting as required by funders and federal and state regulations. Provides general IT technical support to agency staff across multiple locations.

ESSENTIAL DUTIES:

General
- Create a positive team atmosphere providing quality service to clients, staff and volunteers through active listening, positive problem solving, and timely responses
- Work as an active member of the team providing and receiving cross training in order to assist others when necessary and requested

Database and reporting
- Support the agency in utilizing data for all funders including state and federal
- Participation in agency wide initiatives including Community Needs Assessment and annual report that require comprehensive data support
- Create, analyze, and modify databases for efficient tracking and reporting
- Lead the development of long-term vision, strategy for databases, and database servers and application servers
- Ensure database quality, integrity and performance, including routine data improvement, and data auditing
- Import/export data from various sources including manual entry
- Ensure that proposed and existing data and applications are aligned with organizational goals and objectives
- Provide staff training, support, and feedback on data entry and reporting for all database users
- Collaborate with programs and Development in creation of reports and spreadsheets to meet program needs
- Identify opportunities for improved data quality, reduced data entry, and increased cross-departmental collaboration
- Maintain current knowledge of database related trends and issues including current and emerging technologies and best practices
- Research complex technology products and services, prepare procurement specifications, evaluate vendor proposals and ensure compliance with standards and agency data plans

Technical Support
- Serves as the internal liaison between vendors and users for computer, internet, and hardware issues. Troubleshoots and creates vendor maintenance tickets when needed
- Develops and plans for various IT health checks related to updates and virus prevention
- Develops and implements processes for IT record keeping such as issue and systems/program access logs
- Works with vendors on process implementation, and process/equipment improvement
- Communicates with staff regarding computer outages, vendor visits, and changes/reminders to protocols
- Works with the Facilities Manager to plan, implement and lead computer moves within the agency
- Assists employee customers with general software usage questions
KNOWLEDGE, SKILLS & ABILITIES:
- Bachelor’s degree in business or computer science (IT) and 2 years of job-related experience
- Experience with data import/export, queries and designing and generating reports from relational databases
- Experience with managing a database and web-based systems
- Strong aptitude for systems creation and management
- Strong communications skills – verbal and in writing
- Ability to work with minimal guidance, proactively organize and prioritize work, resolve problems, and simultaneously manage multiple priority to ensure goals are being met, and have a proactive and collaborative approach
- Ability to work with both technical and non-technical users
- Strong ability in computers and software programs within Microsoft Office and computer programs for data tracking
- Strong analytical and problem-solving skills with a high level of attention to detail
- Must be culturally competent to work with individuals and groups from diverse racial, religious, ethnic, educational, ability, and socioeconomic backgrounds
- Ability to prioritize multiple projects, meet deadlines and adjust rapidly
- Ability to pass drug/alcohol and background check

PHYSICAL DEMANDS
The physical demands described represent those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job the employee will be required to sit, stand, climb stairs, walk and/or bend for extended periods of time. Will lift and/or move up to 20 pounds frequently, and occasionally lift/move up to 30 pounds.