

DATABASE ADMINISTRATOR

Reports To: Database Manager/ VP of IT

Location: New York, NY

Friends of the Israel Defense Forces (FIDF) was established in 1981 by a group of Holocaust survivors to provide for the wellbeing of the men and women who serve in the Israel Defense Forces (IDF) as well as the families of fallen soldiers. The Israeli Government is responsible for training the IDF and providing them with the necessary tools for their service. FIDF is committed to providing these soldiers with love, support, and care in an effort to ease the burden they carry on behalf of the Jewish community worldwide. FIDF is a vibrant and dynamic organization that connects Jews and non-Jews to the State of Israel through the support of the Israeli Soldiers.

Position Summary: Manages the database operations and integration of strategic business systems, financial and constituent relationship management (CRM) systems. Collaborate with program staff, fundraising and operational areas to ensure smooth, efficient and effective database operations. Manage and maintain the integrity of business applications infrastructure.

Key Relationships:

Internal: IT, Accounting/finance; digital marketing, All fundraising staff

External: Database systems vendors

Position Requirements:

Education: Bachelor's degree preferably computer science or related field, MS-SQL certified preferred,

Experience:

- 3+ years Database CRM and Online system administration experience at a large Non- profit organization with systems such as Raisers Edge, Financial Edge, Salesforce, Team raiser, Classy & Omatic etc.
- 5+ years' experience: Administering/managing database and web applications using MS SQL Server, MySQL, MS Access, .NET
- Experience with relational database management systems such as SQL Server 2014 and above, etc. , development of Datamart's and data warehouses is preferred
- Integration & API experience with Microsoft Office 365 & SharePoint Online
- MS Office with advanced or expert Microsoft Excel skills.

Related Skills and Knowledge:

- Exceptional data analysis in Excel including ability to write macros and routine analysis of donor & fundraising data.
- Strong analytical and problem-solving skills, with a methodical approach to systems administration and engineering
- Ability to maintain strict confidentiality with privileged information, work well with others and handle a high-pressure environment
- Sound and effective judgment, making timely decisions in relatively fast-paced situations and meet deadlines
- Exceptional organizational skills; strong oral and written communication skills
- Must demonstrate a high degree of initiative, independence and a commitment to support the organization's mission and its staff

Technologies & systems:

Microsoft SQL DBA, Expert Excel, The Raiser's Edge & Financial Edge, Omatic Integration apps, Online Fundraising systems such as Classy or Teamraiser (Convio) PowerBI, SharePoint Online & AWS or Azure cloud workload experience are preferred.

Core Competencies

- Stakeholder Focus
- Decision Making
- Problem Solving
- Taking Initiative
- Managing Performance
- Building Collaborative Relationships
- Emotional Intelligence
- Building Trust

Essential Job Duties:

- Manage the database operations and integrations for The Raisers Edge, The Financial Edge, SharePoint, and other custom in-house SQL systems.
- Manage database administration functions including systems & database upgrades, maintenance, security set-up; database integrity, clean-up and database reporting
- Analyze key business processes, workflows, document process maps, research industry best practices and propose new developments based on findings.
- Maintain and audit mission-critical data systems and perform troubleshooting, resolution, and root cause analysis for database and application specific incidents
- Conduct database performance analysis to include SSRS reporting and SSIS package development\
- Answer end-user tickets in the DB helpdesk queue as part of the DB team
- Assist with other tasks and projects as needed working closely with the Database manager