

## **DATABASE ADMINISTRATOR**

**Reports To:** Database Manager and VP of IT

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:** Understand the company's business processes and utilize data and analysis to improve operations.

Collaborate with fundraising and other operational areas to help improve visibility and performance with data.

Responsible for database operations and integration of strategic business systems, financial and constituent relationship management (CRM) systems. Manage and maintain the integrity of business applications infrastructure as part of the Database team.

### **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:**

- A minimum of 2 years fundraising Database CRM(s) experience at a large non-profit organization is required.
- Experience with systems such as Raisers Edge, Financial Edge, Salesforce, Luminate, Classy & Omatic etc. is preferred.
- 3+ years' experience: Administering/managing database using MS SQL Server, MySQL is required.
- Experience with web application development is preferred
- Experience with development of Datamart's and data warehouses is preferred
- Advanced or expert level Microsoft Excel skills such as formulas, pivot tables and generating complex reports is required
- Integration & API experience with Microsoft Office 365, Power-Bi & SharePoint Online is preferred

### **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 and database administration.
- Proven ability to create visualizations and reports that are dynamic, intuitive, and easily interpretable for a range of end-user types
- 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, Expert Excel skills, Raiser's Edge or similar non profit CRM, Financial Edge, Omatic Integration apps, Online Fundraising systems such as Luminare or Classy

Power-Bi, SharePoint Online, AWS or Azure cloud

**Essential Job Duties:**

- Analyze key business processes, workflows, document process maps, research industry best practices and propose new developments based on findings.
- Answer end-user tickets in the database help desk queue as part of the database support team
- Maintain and audit mission-critical data systems and perform troubleshooting, resolution, and root cause analysis for database and application specific incidents
- Assist in managing the business systems 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
- Assist with other tasks and projects as needed working closely with the Database