

Database Manager

National Court Reporters Association

Reston, Va.

Do you have a strong technical background and experience as a power user with database or association management software?

The Database Manager will be responsible for maintaining, configuring, and supporting the database, troubleshooting staff issues, and project management of enhancements, upgrades, and third-party integrations, as well as assisting staff in general daily use.

Responsibilities include, but are not limited to:

Database Management (50%)

- ~~• Overall strategic and operational responsibility, including managing the budget for the AMS.~~
- Main point of contact to all NCRA departments for AMS platform including functional operation, data extraction, system set-up, and staff training.
- Identify and troubleshoot technical problems working with the software vendor as needed to resolve.
- Research and analyze issues surrounding the business needs and processes of the organization and make recommendations to improve processes and enhancements to the AMS. Understand impact of enhancements on overall architecture of the AMS.
- Proactively implement improvements to the AMS for staff efficiency.
- Configuration and coding (JavaScript, HTML, CSS) to enhance member portal.
- Create and support integrations between third-party systems and the AMS when needed.
- Manage AMS upgrades from implementation by vendor to testing.
- Coordination of database projects, oversight of resources and consultants to meet project requirements including troubleshooting problems with database vendor and outside consultants.

- Creating and maintaining technical documentation, process documentation, report specifications and end user custom reports and queries, compiling project status reports, coordinate project schedules, manage project meetings.
- Develop and document database procedures, setup and maintain administrative security levels, groups and users, and train staff as needed on AMS applications.
- Meeting with AMS vendor monthly.

Database User (50%)

- Act as a high-level user setting up events, adding products, and updating workflows and email templates.
- Develop advanced finds to assist in pulling email and mailing lists for marketing of events, membership, testing, and continuing education.
- Use CRM to sign up new members, process payments, run reports, access member data, and analyze trends.
- Take ownership of member data in our CRM, maintaining accuracy, and cleaning data periodically.
- Additional duties include supporting the planning of the association's infrastructure strategy, including telephone, IT, web site and database, as well as assisting in identifying, researching, and recommending software, applications, and tools for all departments.

Requirements

Knowledge and Skill Requirements

- Proven database management experience.
- Demonstrated ability to work independently, with minimal supervision and show initiative.
- Acute attention to detail; you possess an excellent analytical, process-oriented problem-solving ability and mindset.
- Effective communication skills with both technical and non-technical teams.
- Knowledge and proven ability to use Microsoft Office products and general office equipment.
- Familiarity with Protech Associates AMS or similar database required. Strong CRM skills preferred as you will be expected to be a power user. Web and CMS skills preferred.

- Familiarity with Sitefinity CMS or similar CMS required.

Education/Training/Experience

- Bachelor's degree in a technical field or equivalent experience required.
- 3-5 years' experience with an association or individual membership organization in a database power user role.
- Basic knowledge of JavaScript, HTML, CSS, and Python preferred. Strong desire to grow programming skills recommended.

Expectations

- Engage with colleagues as a team player and provide support, encouragement, advice, and understanding, as needed.
- Commit to ongoing learning and professional growth by taking initiative and engaging in additional responsibilities, as appropriate.
- A deep desire to seek out opportunity areas; you proactively make suggestions or implement improvements.
- Relentless work ethic: you are ready to wear many hats and take on tasks that may, from time to time, fall outside of scope but are necessary in order to achieve our goals.

Location and travel

- This role is based at NCRA headquarters in Reston, VA. Position is full-time, with a 3-month evaluation period. We are currently working remotely.
- Possible travel to our annual conference in late July/early August to support with registration and/or app support.

To apply

Send cover letter and resume to Human Resources at jobs@ncra.org