

Database Administrator

Hours

22.5 hours per week

Location

National Office, Level 3, 150 Albert Road, South Melbourne, VIC 3205

Reports to

Senior Manager Income Development & Marketing

Supervises

No direct supervisions

Position objective

To maintain integrity of data within the Association's database. Administer and provide support to National Office staff accessing database information.

Requirements of the position

Skills and Experience

- Compliance with ABA's Workplace Health and Safety (WHS) policy
- Agreement in writing to abide by the ABA Code of Ethics
- Experience in SQL and CRM systems
- Ability to manage own workload and meet deadlines
- Ability to work with people of varying technical skills
- Able to explain systems and processes in plain English
- Excellent interpersonal skills
- Team player
- Quick, analytic thinker
- Excellent business analysis and problem-solving skills
- High level of attention to detail and accuracy
- Experience with CRMs, CiviCRM experience particularly would be highly valued
- Drupal/CMS experience
- Previous experience in an end-user technical support role

Qualifications

- Tertiary qualifications in relevant field and/or industry experience 5+ years

Key responsibilities

- Administer ABA's CRM system (CiviCRM) in line with ABA's objectives; develop and adapt the system to meet the organisation's needs.
- Maintain policies and procedures for database manual and guidelines for use of the CRM system
- Support staff and volunteers to use the CRM system and website (CMS) effectively

- Resolve issues of data integrity as they arise.
- Work with ABA's Website/CRM service provider on CRM and CMS updates, enhancements and testing, and integration with other data channels
- Manage and maintain reporting requests and data extraction for individual users or departments
- Troubleshoot and provide technical support in resolving operational issues
- Other duties as directed by line manager.
- Ensure data such as membership/contact information, activity records and feedback is recorded on the system accurately, within agreed timescales and in compliance with appropriate procedures.

Delegated authority

- The Database Administrator has authority to act within the guidelines of this position description, the Australian Breastfeeding Association Constitution, the Code of Ethics, ABA policies and procedures and the delegation manual.

Key performance indicators

- Monthly reports on memberships and subscriptions are compiled and distributed within an agreed time.
- Data for memberships, subscriptions, volunteers and local groups are compiled and distributed to ABA program and services areas as required.
- DM and EDM mailing lists are extracted for ABA program and service areas and proved to end users as required.
- DM job briefs for all ABA DM mailings are completed and provided to the mailing house as required.
- Produce mailing labels as required by all ABA program and service areas in a timely manner.
- Contact data and information in ABA's CRM system is maintained to a high standard.

Revision history

Revision	Date	Description of modifications
	2 November 2017	Updated to reflect current position and responsibilities