

## **National Center for Policy Analysis Job Description**

**Job Title:** Database Administrator  
**Department:** Online  
**Reports to:** IT Director  
**FSLA Status:** Salaried

### **SUMMARY:**

This position is responsible for maintaining the NCPA databases, creating reports, and assist with the day-to-day IT activities required to meet the technical needs of the NCPA.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

- Administration of NCPA's donor database, Microsoft CRM, and the newsletter subscription database.
- Familiar with the latest database technologies such as Microsoft SQL Server, MySQL and MS Access.
- Report writing with SSRS, Visual Basic, macros and other technologies.
- Lead all staff training and technical support efforts related to CRM, as well as the establishment, documentation, and communication of business procedures.
- Technical support experience to troubleshoot problems related to the CRM and newsletter systems.
- Accomplished communication skills are essential for dealing with staff and technical support to explain technical concepts efficiently and clearly.
- Exceptional attention to detail and strong interpersonal skills required.

### **EXPERIENCE AND EDUCATION:**

The position requires experience with information systems, basic programming, and report writing. A four year, high tech/business degree such as Management of Information Systems and/or equivalent work experience in technical field is required.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

None, other than those described above.

### **PHYSICAL DEMANDS:**

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components.
- Lifting and transporting moderately heavy objects up to 75lbs.

### **WORK ENVIRONMENT:**

This position requires technical collaboration with upper management, technical employees, non-technical employees, donors and other end users. The department operates in a team-focused environment with a strong work ethic and a "can-do" attitude.

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