
Job Title: Database Administrator**Position Type: Full Time, Exempt****Salary: \$42,300-\$66,800****Location: National Ability Center Ranch, Park City, Utah****Supervisor: Chief Operating Officer**

Job Summary

The Data Administrator develops and maintains the National Ability Center's Salesforce database for participant, donor and volunteer tracking and reporting. This position will be the key staff member in implementing Perfect Mind for participant and volunteer registration, and staff and volunteer scheduling. This position is the liaison between staff and the users of database applications. The Database Administrator troubleshoots and works with end-users to insure that applications meet their needs and keep pace with changes in program operations, policies and/or procedures. A primary function of this and every position at the National Ability Center is to ensure that each member, guest, and visitor receives the highest caliber of customer service.

Major Tasks and Responsibilities

- Daily administration and support of NAC's Salesforce and Perfect Mind database including, but not limited to, managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts, validations and security permissions
- Working with management and end-users to create and manage complex workflow rules, data validation and triggers
- Develop and create customized reports and dashboards
- Create and document application requirements by working together with those involved in the development of program enhancements and changes including program, development, executive staff and/or outside consultants as needed
- Manage the software testing processes, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing
- Keeping abreast of new Salesforce and Perfect Mind features, updates and functionality and providing recommendations for process improvements
- Train new and existing users on how to use the database applications
- Keep database users informed about system functionality and enhancements
- Provide database users with technical support

- Log and track identified system problems through resolution
- Create and maintain documentation on standard operating procedures, processes, policies, database/application configuration and help related materials for users as database applications are developed
- Assist programmer with the development of technical documentation of existing and future applications
- Support basic hardware and software setup and network maintenance as needed

Required Knowledge and Qualifications

- College degree or equivalent work/technical experience
- 2+ years Salesforce experience, Salesforce certification preferred; familiarity with both classic and lightning configurations preferred
- Understanding of relational databases and database integration tools
- Experience with programming languages such as SQL, JavaScript, HTML, Java, Apex
- Excellent communication and analytical skills
- Close attention to detail, and ability to work independently, as well as part of a team, on multiple projects.
- Experience with on-line registration systems and/or check-out systems and/or merchant processing software a plus
- Experience with donor databased a plus
- Strong organizational and communication skills, both written and verbal
- Commitment to a positive, fun and team-oriented working environment
- Valid Driver's License; must verify own auto insurance

Benefits

Medical, dental, long-term disability, paid time off, paid holidays and other benefits as outlined in the Employee Handbook