United Way of Greater Rochester
Career Opportunity

Join the team!
United Way of Greater Rochester is a dynamic and collaborative work environment comprised of dedicated professionals who care about making our community a better place. Join our team and serve Greater Rochester with your time and talent.

Mission
Our mission is to unite the goodwill and resources of the Greater Rochester community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities and people in need to make this community stronger and more vibrant together.

Values
Our core values define who we are and how we serve our community together. United Way and our team members are caring, trustworthy, collaborative, innovative, respectful and results-oriented.

Job Title: Database Specialist
FLSA Classification: Exempt
Reports to: Director of Technology and Innovation

Position Summary: The Database Specialist is responsible for developing, designing, testing, improving, and maintaining new and existing databases to help users retrieve data effectively. This position will work in a cross-functional capacity to understand and leverage the data needs of the organization for strategic decision-making purposes.

Essential Functions:
Design DBA Development
- Coordinate and manage database activities to support application development projects
- Manage data exporting and importing across database systems and reporting functions
- Understand organization data models and support data modeling for future initiatives
- Actively participate in the establishment and implementation of data standards and protocols to manage current data and grow to anticipate changes
- Provide internal support to database users, including: training, troubleshooting, and coding
• Proactively identify data gaps and propose/implement solutions for strengthening donor database(s)
• Respond to database-related questions and issues in a timely fashion
• Provide high-level support to customers daily
• Assist in database enhancements and modifications

Data Analysis
• Generate and automate reports from single or multiple systems
• Perform data extraction and list management to support department and organizational needs
• Provide analysis of marketing campaigns and key metrics along with developing data visuals.
• Interface with third-party application packages
• Gather user requirements and identify new features and reporting needs

Production Support
• Provide functional and technical support to ensure performance, operation, and stability of database systems
• Provide database connectivity and access support throughout the organization
• Prepare documentation of database procedures and guidelines
• Monitor database activities daily to ensure the reliability and security of databases
• Assist in database management, maintenance, and troubleshooting activities; provide adequate database testing and bug repair
• Assist in optimizing database for operational and performance efficiency
• Interface with third-party application packages
• Consistently demonstrate the values and mission of United Way
• Contribute to team effort by performing other duties as needed/assigned

Competencies
• Problem Solving/Analysis
• Technical Capacity
• Communication Proficiency
• Time Management
• Passion for data and insights
• Ability to effortlessly switch between tactical execution and strategic planning
• Critical thinker
• Flexible and adaptable to change
• Proactive and forward-thinking

Supervisory Responsibility
None
Travel
Rare travel may be required

Required Education and Experience
Bachelor's Degree in Information Systems, Computer Science, or related field with 2 or more years of experience as a Database Specialist or related field. Or equivalent combination of education and experience. Experience with reporting and query tools including Excel, Salesforce, MS-Access, SQL, JavaScript, Tableau, Power BI, Visual Studio and HTML. Experience in developing reports with actionable insights.

Preferred Experience
Five or more years of experience as a Database Specialist or related position.

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

United Way of Greater Rochester is an Equal Opportunity Employer. This policy prohibits discrimination on the basis of sex, race, gender, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, veteran status or status as a member of any other protected group or activity.