

Job Description

TITLE: Database Administrator/IT Assistant

I REPORT TO: IT Administrator

REPORTING TO ME: None

CATEGORY: Media

LAST UPDATED: March 2017

Job Summary:

To provide continuous ICT services and to ensure adequate and up to date data services for all users with the least possible interruptions through implementation of regular systems and hardware maintenance.

Key Responsibilities

IT

- Provide general management of the church database systems, primarily CDM+ and PCO People.
- Manage CDM+ software updates, applying improvements and loading upgrades as necessary. The Database Administrator will work with the IT Administrator to perform CDM+ system maintenance and upgrades.
- The Database Administrator will manage security rights and user access to CDM+. The DBA will also maintain a history of all updates.
- Serve as troubleshooting resource for all staff in the event of CDM+ issues. The Database Administrator will ensure that all users are able to use CDM+ to its fullest extent as they accomplish their ministry objectives.
- Oversee staff training in CDM+ software. Provide overview of information systems during orientation of each new employee, and train as necessary. Plan CDM+ classes as needed by staff.
- Assist staff with CDM+ reports as needed
- Implement any new CDM+ modules
- Maintain up to date giving and membership records
- Design and updating of all websites
- Assisting in attending to IT user requests using the IT support system - ZENDESK
- Assisting in maintenance of all computer hardware and software
- Conduct weekly and monthly backups of software and computers
- Generate weekly and monthly reports of software and internet usage



- Generate quarterly department reports from the database
- Perform other such duties as assigned by the supervisor

Qualifications:

- Minimum diploma in Information Technology/IMIS or related field
- Minimum 2 years experience in IT field
- Very good knowledge of all the products within the Microsoft Office Professional Package
- Proven skills of working in a multicultural setup
- Proven and respectful communication skills with staff, church members and business partners
- Reliability in working with very confidential issues in Management and other church related areas.
- Good IT troubleshooting skills
- Accuracy of work and reliability/trustworthiness

Any other duties:

- Be loyal to the Seniors Pastors and to the Ministry's vision, mission and values
- Provide care, love and encouragement to all staff and lay leaders with whom you have contact or dealings
- Perform all other duties assigned by the Senior Pastors, Executive and Administrator
- Adhere to the MLFC Staff Statement of Ethics