



Database Administrator

Job Title: Database Administrator

Department: Administration

Reports To: Director of Health Information Technology

FLSA Status: Non-Exempt

SUMMARY: The Database Administrator administers CaIMHSA's internal databases, Salesforce and Asana. Job duties include organizing and entering files and data, ensuring the accuracy of information, resolving simple user issues, building new sites, lists, and libraries (in Asana), contacts, opportunities, and accounts (in Salesforce), and general administration of the databases. This position is also expected to work in a team environment and provide quality work. As well as assume responsibility for administration and maintenance/upgrades to our database software, and have an aptitude for customer service and helping others.

DUTIES AND RESPONSIBILITIES include but are not limited to:

- Configures Salesforce and Asana to meet the requirements of the business applications.
- Tests or debugs database work to ensure that the functional requirements are met, and that completed work is of high quality.
- Follows best practices in file and information organization standards.
- Pursues relevant Salesforce and Asana training to understand and support data validity, data reporting, platform expansion functions, and new features.
- Configure, enhance, and administer a variety of Salesforce and Asana applications.
- Skilled in designing input forms.
- Well-versed in relational database structures.
- Familiar with Salesforce and Asana elements.
- Filter and "clean" data, and review sites, modules, and other elements to verify data is correct, and the prepared information is up to CaIMHSA quality standards.
- Other duties as assigned.

QUALIFICATIONS –

EDUCATION and/or EXPERIENCE

- Requires three (3) years of qualifying IT/system administration experience or an acceptable equivalent combination of education and experience.
- One (1) year minimum of Salesforce experience.
- Familiarity with modern database and information system technologies, competency with Salesforce.
- Experience using standard tools to integrate systems, such as APIs.



- Excellent computer skills in Microsoft Office, Word, Excel, and PowerPoint.
- Supports staff in troubleshooting IT related issues surrounding database.
- Monitor system performance and ensures systems are set up according to company requirements/policy.
- Ensure proper back-up, archiving, and recovery procedures within the databases are up to industry standards.
- Assist with system implementations, upgrades, new releases, etc.
- Assist with development and maintain technical documentation, manual, and IT policies.
- Train CalMHSA staff on how to use assigned database systems.
- Other duties, as assigned.

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Experience with databases, networks, and operating systems and platforms.
- Resourceful, extremely detailed-oriented and organized.
- Excellent communications and interpersonal skills
- Proficient in reading and writing
- Confidentiality and integrity focused.
- Problem-solving aptitude.
- Excellent interpersonal and communication skills – working with all levels of employees and vendors.
- Has a strong desire to succeed in the face of adversity and demonstrates the willingness to push through challenges associated with changes and new business development.
- Legally able to work in the USA without sponsorship.
- Must be willing to travel/commute, when necessary.

LANGUAGE SKILLS and MATHEMATICAL SKILLS - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; demonstrate tactfulness when communicating including internal communication with staff members of all levels; ability to communicate with a variety of audiences effectively. Ability to add, subtract, multiply, and divide in all measure units, using whole numbers, common fractions, and decimals.

REASONING – Demonstrate the ability to effectively apply common sense and follow through to daily tasks; demonstrate the ability to work with little or no supervision; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete necessary tasks.



PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 10 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and drive a motor vehicle on public roads and highways.

SENSORY DEMANDS - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.

REGULAR WORK SCHEDULE – Varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday.