

Delta Sigma Pi – Central Office
Job Description

Job Title: **IT and Database Coordinator**

Reports to: **Chief Operating Officer**

Position Summary

This position will assist in ensuring that the membership database (currently Patriot v2 by Patriot Software Solutions), organization website and online tools, staff user devices, and other organizational technology are performing at the highest level possible to achieve the organization's goals. The position is responsible for day-to-day management of technology vendors, technology troubleshooting and maintenance, and design and development of new web and database tools. Additionally, he/she will play a key role in researching, selecting, and implementing our next membership database.

Responsibilities

1. The primary responsibility of this position is to manage the day-to-day performance of the technology used by staff, volunteers, and members of the Fraternity and Leadership Foundation. These responsibilities may include, but are not limited to, the following duties:
 - a. Enhance, troubleshoot, and repair SQL database and web applications.
 - b. Regularly work with staff and volunteers to identify pain points, and develop improvements through creation of new or utilization of existing technologies to achieve smoother, more successful, and potentially automated processes.
 - c. Create reports and data queries, both ad-hoc and reusable reporting to fulfill miscellaneous needs of staff and volunteers.
 - d. Perform standard maintenance on and troubleshoot performance issues with office technology and user devices including computers, phones, and printers.
2. Assist in management of day-to-day relationships with technology vendors (membership database, network consultant, web development, and others) including maintaining positive relationships and managing project priorities. These responsibilities may include, but are not limited to, the following duties:
 - a. Work with vendors to scope and design projects and ensure project achieves goals while staying within allocated project budget.

- b. Oversee testing of vendor deliverables and work with vendors to troubleshoot issues and determine resolutions.
 - c. Field calls and inquiries from potential new vendors, and when appropriate research and seek out new vendor opportunities.
3. Assist in budgeting and forecasting for all technology needs.
4. Conduct ongoing training for staff and volunteers on membership database, office technology, and any new tools developed.
5. Play a key role in the selection and implementation of the Fraternity's next membership database, currently scheduled for launch summer 2020. These responsibilities may include, but are not limited to, the following duties:
 - a. Assist with research and product selection including assisting with the development of a statement of needs and Request For Proposal for the project.
 - b. Assist with product design and implementation plan.
 - c. Work with all appropriate vendors to ensure successful integration.
 - d. Oversee successful implementation and launch.
 - e. Work with staff, volunteers, and vendors to ensure proper training and documentation on the new system.
6. Perform other duties as needed including, but not limited to, the following duties:
 - a. Represents the Fraternity on official tours of the Central Office facility.
 - b. Proactively volunteers to help other staffers accomplish their tasks as needs arise.
 - c. Performs other duties as assigned by the Chief Operating Officer and/or Executive Director, which may include contributing to the maintenance and upkeep of the Central Office facility and grounds.

Qualifications

1. Bachelor's degree required.
2. Demonstrated ability to identify needs through investigative dialog leading to new and creative solutions.
3. Strong knowledge of MS SQL, specifically SQL programming techniques including stored procedures, triggers, cursors, and views.

4. Basic web development experience required, JavaScript development experience strongly preferred.
5. Experience with Crystal Reports preferred.
6. Membership in Delta Sigma Pi or similar membership based organization is preferred.
7. Strong communication skills, both verbal and written.
8. Strong comfort level with Windows operating system. Experience with Windows Server a plus.
9. This position is based out of the Central Office in Oxford, OH and the employee will be expected to be at this office location when they are not traveling. Exceptions may be negotiated with the Executive Director.

Environment

Headquarters facility is an air-conditioned, smoke-free, small business environment.

Position is required to handle and lift boxes for shipping up to 50 lbs.

This role will include a non-traditional schedule, nights and weekends are required. The nature of the role will require work beyond a standard 40-hour work week at times.

Travel may be required every two years for the biennial convention and annually for occasional leadership conference or other event attendance.