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# Database Administrator

## Summary/Objective

The overall role of the Database Administrator is to oversee access to and data integrity within various systems used by IFI. These systems primarily include Salesforce & Google Drive and may also include systems for conducting background checks, doing applicant tracking, and setting up IFI events. The Database Administrator will assist all locations with troubleshooting and training for these systems.

## Responsibilities

The Database Administrator will (list not all inclusive):

- Manage all IFI users (password resets, access, login info, creation and deactivation of users)
- Manage access to all objects/records based on profile and role (read internal data security)
- Complete regular internal system audits and prepare for upgrades
- Manage external application connectors/APIs (FormAssembly and any others)
- Project management: planning, scope and completion of new development requests (automations, processes, objects, etc.)
- Training of users and departments and growing user adoption and proficiency
- Working directly with department heads to customize page layouts, features and applications that help their teams to be effective
- Building/developing all custom apps, formula fields, workflows, processes, custom views, and other content
- Organize and lead the IFI Salesforce User Group meetings once a month
- Do general troubleshooting when reports or workflows need tweaking
- Maintain overall data quality by regular maintenance and performing a semi-annual audit
- Do weekly data export (backup), storage of all system data, and mass data imports (leads or contact creation)
- Attend Dreamforce, events and local user groups to remain current of the tri-annual system updates and review tri-annual product release notes to remain current on updates to features, fixes and other tools
- Assist new locations with IT needs for a period of time
- Completing Trailhead modules for ongoing learning and training on how to better administer the platform (skill development)
- Collaborate with the IFI IT Specialist when programming is needed
- Salesforce Administration and workflow projects, such as SF updates and improvements, creating and training users, and holding monthly user group meetings
- Other duties, as assigned. Duties/responsibilities may change at any time.

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### **Qualifications, including Spiritual**

- Adherence to IFI's statement of faith, core values, and policies
- Is faithful, loyal and dedicated to IFI's mandate from the Lord to extend God's love globally through equipping Christians to be effective cross-cultural communicators of the Gospel
- Well organized with attention to detail and ability to complete tasks independently
- Be a self-starter, able to work independently, as well as a team player
- Ability to work under stress and be flexible
- Proficient with technology, including Microsoft Office, Google applications, Service Cloud, Sales Cloud, NPSP, and Lightning

### **Required Education and Experience**

- Minimum of a Bachelor degree in IT field or demonstrated competence with technological systems
- Experience in cross-cultural ministry, preferred
- Salesforce certification, preferred (if not yet accomplished, should be completed within one year of employment with IFI)

### **Position Type, Expected Hours of Work, and Travel**

This will be a full- or part-time, hourly position that requires both consistency and flexibility in scheduling. Work evenings and/or weekends when participating in IFI events may be required. Minimal travel expected.

### **Physical Requirements**

The role requires an employee to frequently sit, stand, walk, and reach with hands and arms. The employee must frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects that weigh up to 40 lbs.

### **AAP/EEO Statement**

Employment at IFI is "at-will." That means that employees are free to leave the employment of IFI with or without notice and with or without cause. Similarly, employees may be terminated from employment with IFI with or without notice and with or without cause. Any representation by any IFI officer or employee contrary to this policy is not binding upon IFI unless it is in writing and is signed by the CEO with the approval of the Board of Directors.

IFI shall follow the spirit and intent of all federal, state, and local employment law and is committed to equal employment opportunity. To that end, the Board of Directors and CEO of IFI will not discriminate against any employee or applicant in a manner that violates the law. IFI is committed to providing equal opportunity for all employees and applicants without regard to race, color, national origin, religion, gender, age, and disability. Likewise, it is committed to following federal, state, or local laws.

International Friendships, Inc. (IFI) is a faith-based organization. Therefore, only those willing to adhere to IFI's statement of faith, core values, and policies will be reviewed for this open position. International Friendships, Inc. is otherwise an equal opportunity employer.