



## Job Description

**Job Title:** Database Analyst

**Department:** Information Technology – 211 Helpline Support

**Supervisor:** Director IT and Manager, Data Resources

**FLSA Status:** Full Time, Exempt, Grant Funded

**Salary Level:** 16

**Approved Date:** Aug 10, 2020

### Summary:

As a Database Analyst at United Way of the Midlands, you will be responsible for testing, planning, implementing, protecting, and managing data integrations as we work with national and community partners. Coordinate and manage database activities to ensure performance, operation, and stability of database systems.

### Duties and Responsibilities:

- Implement business processes into functional and efficient work flow.
  - Understand the various database applications to create, analyze, and implement reports for external and internal customers.
    - Good understanding of SQL schema standards and concepts
    - Strive to be the Subject-Matter-Expert (SME) on 211 iCarol database and consult with others as needed to answer questions, navigate the system, and provide business intelligence.
    - Document procedures and training on database tools and provide training as needed
  - Coordinate and manage database activities to support application development projects.
  - Provide functional and technical support to ensure performance, operation and stability of database systems.
  - Manage data exporting and importing across database systems.
  - May be asked to assist with adding new agencies, programs, etc. to the database.
- Assist with work in other UWM databases as requested.
- Monitor 211 iCarol database activities on daily basis to ensure reliability and security. Assist in optimizing database for operational and performance efficiency, maintenance and troubleshooting.
- Research other available database solutions in conjunction with IT and analyze/recommend whether the modules would be of benefit to the organization. If so, then identify productivity or quality improvement opportunities and create Cost/Benefit Analysis to show return on investment of dollars.
- Implement and manage company data management practices and policies
- As needed, document, maintain, and training procedures for all databases.
- Other Duties as assigned

### Required Skills and Abilities:

- Critical thinking and problem-solving skills.
- Good understanding of APIs, database design, implementation, troubleshooting and maintenance
- Knowledge of Database software; SQL; MS Access; MS PowerPoint Design software; MS Project Management software; MS Excel Spreadsheet software and MS Word Processing software.
- Good working knowledge of APIs and SQL.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Education and/or Experience:**

- Bachelor's degree from four-year College or university in Information Systems or related field
- Five to seven years related experience.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer
- Ability to communicate clearly in person and over the telephone
- Regularly reach with hands and arms and talk or hear
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl
- Must occasionally lift and/or move up to 10 pounds
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- The noise level in the work environment is usually moderate

**Acknowledgements:**

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.

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Supervisor / Manager Signature

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Date

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Employee Signature

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Date