

PURPOSE

The Membership Database Manager is responsible for managing and maintaining the Kappa Kappa Gamma Fraternity's and the Kappa Kappa Gamma Foundation's database systems to ensure optimal performance, integrity, and security. This role involves working closely with various departments to support their data needs and ensure the database supports the organizational structure and business functions.

KEY RESPONSIBILITIES

- **Database management:** Oversee the installation, maintenance, performance, integrity, and security of the membership database systems.
- **Managing backup solutions:** Prevent data loss by implementing and maintaining database backup and recovery strategies.
- **Data integrity:** Ensure data accuracy and compliance with applicable data privacy requirements.
- **Support and troubleshooting:** Provide technical support and troubleshoot database-related issues for staff and volunteers.
- **Upgrades and patches:** Plan and implement software installations, upgrades, and patches.
- **Data analysis:** Analyze database issues and develop solutions to improve database functionality.
- **Training:** Conduct training sessions for staff to ensure they can effectively use the database for reports, rosters, marketing, and other operations.
- **Documentation:** Develop and manage all database standard operating procedures.
- **Collaboration:** Work with staff, third-party vendors, and consultants to ensure needed functionality, reporting, and processes are in place.

QUALIFICATIONS

- **Education:** Bachelor's degree in computer science, information technology, or a related field preferred.
- **Experience:** Three to five years of experience managing and improving iMIS and Blackbaud (preferred).
- **Skills:**
 - Strong knowledge of database management and optimization.
 - Knowledge of database structure languages, such as SQL or SQL/PSM.
 - Excellent troubleshooting and problem-solving skills.
 - Knowledge of IT security best practices
 - Ability to work with minimal supervision.
 - Strong interpersonal and communication skills.
 - Proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint) and basic knowledge of content management systems.

ADDITIONAL REQUIREMENTS

- A positive attitude and an earnest interest in providing quality customer service.
- Ability to maintain healthy interpersonal relationships.
- Strong organizational skills and the ability to handle multiple projects.