Position Available: Database Applications Manager and Support Specialist

Forest Ridge School of the Sacred Heart provides a diverse and rigorous college preparatory environment that inspires young women to become confident, compassionate leaders. As a member of a global network of more than 150 schools, we educate to the core of our 200 year tradition through the Sacred Heart Goals and Criteria: a personal and active faith in God, a deep respect for intellectual values, a social awareness that impels one to action, the building of community as a Christian value, and personal growth in an atmosphere of wise freedom.

Forest Ridge School of the Sacred Heart educates young women to think critically, embrace challenges, model resilience, confront injustice, seek equality and lead globally in the pioneering spirit of our foundress. Our graduates change the world.

The candidate will work closely with various departments as part of the Helpdesk team to ensure users are utilizing our database systems to their fullest capabilities. Additionally, the candidate will provide training and direct technical support to users, as needed, helping them to understand how to best enter, manage, and use data as a tool for making informed decisions. This position will also provide general technical support to the school's faculty and staff members as needed. Strong communication skills and an ability to work with a skilled group of professionals in a highly collaborative environment are essential. This full-time, twelve-month position reports to the Director of Technology.

Responsibilities:

- Manage and administer the school's SIS Veracross system, Blackbaud Raiser's Edge and Auction MaestroPro
- Manage and administer the school's various other databases including but not limited to Ravenna, Mosaic, MySchoolBucks, Follett Library, Ultracamp and SchoolMessenger
- Learn, understand, and assess existing data management processes across various departments and divisions within the school to provide support and improvements
- Support database users with matters such as data integration, updates, imports, batch changes, queries, exports and related issues; serve as initial troubleshooter when needed
- Administer and monitor data integrations between databases to ensure accurate and efficient data flow
- Configure custom reports, exports, imports, batch changes, and queries to maintain data quality and in response to department requests
- Coordinate and execute regular synchronization of information between multiple applications and databases, using APIs, scripts, or imports and exports
- Maintain database integrity, protocols, and security through regular monitoring, error correction, and data clean-up
- Assess faculty and staff training needs and provide both training and on-going support, enabling faculty and staff to use the software effectively and maintain data accuracy
- Write and assemble documentation and training materials for the use of database systems.
- Evaluate new data technologies for their potential to support the school's initiatives
- Stay abreast of industry trends, new system features, and upgrades
- Provide direct technical support to faculty, staff, and students
- Assist Development team with data and gift entry

Qualifications:

- Comprehensive understanding of relational databases with a focus on streamlining business process workflow
- Excellent analytical and problem-solving skills, including high degree of attention to detail and accurate processes
- Experience developing and providing effective training to colleagues
- Ability to articulate technical concepts and solutions to a diverse range of users
- Strong interpersonal communication skills including the ability to work collaboratively and effectively with a wide range of users in a friendly manner
- Ability to manage several projects at various stages of completion and prioritize day-to-day tasks
- Excellent writing and verbal communication skills
- Strong customer service skills
- Application of best practices to database design, data maintenance, and security
- Ability to integrate existing systems with new systems to create efficient, scalable, resilient data environments
- Ability to handle personal information discreetly (HIPAA, SOX, etc.)

Desired Skills:

- Experience with Blackbaud Raiser's Edge and Veracross is highly desirable
- Comfortable with Microsoft operating systems and applications

Salary/Benefits: Forest Ridge School of the Sacred Heart is committed to attracting and retaining outstanding employees through a competitive compensation and benefits package.

Application Process: Applicants should email the required information: Cover letter and resume to: Laura Fierce, Director of Technology, lfierce@forestridge.org   This position is open until filled.

Forest Ridge School of the Sacred Heart is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, age, creed, sex, disability, marital status, sexual orientation, and any other status protected by local law.