



# JOB DESCRIPTION

## Position Title: Database and IT Administrator

**Reports to:** Director of Administration  
**Employment Type:** Full-time – With Benefits  
**Date:** June 2025

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## POSITION SUMMARY

The Database and IT Support Specialist is responsible for maintaining, supporting, and optimizing database systems while providing administrative IT support services to Countryside. This role combines database administration duties with broader IT infrastructure support, including technology capital planning, equipment refresh cycles, and organizational software renewal management. The successful candidate will ensure data integrity, system reliability, and seamless technology operations.

## KEY RESPONSIBILITIES

### Database Administration & Support

- Maintain database applications (primarily Pushpay-Church Community Builder) to ensure optimal performance and data integrity
- Design, implement, and ad-hoc databases for capturing and reporting ministry information
- Maintain database integrity: accuracy of individual and household records regarding membership status, household composition, contact information, etc. through regular system clean-up processes
- Selection and reporting of data from the database in support of church communication to the congregation, assimilation assessment, data analysis, and/or financial records as needed
- Develop and document processes to facilitate both accuracy of data and ease of database access for church personnel and volunteers
- Ongoing self-education regarding new developments and processes from the database application providers; continual upgrade of processes and training reflecting these changes
- Proactively troubleshoot issues that arise and develop workarounds as needed
- Train and support staff and volunteers in these processes

- Manage account privileges for volunteers and staff
- Submit and oversee all support tickets to applications and follow through to obtain solutions to problems
- Establish and maintain process architecture, implementation, and support

## **IT Infrastructure & Support**

- Provide technical support for hardware, software, and network-related issues by using our technology supplier
- Manage technology capital planning and equipment refresh cycles
- Coordinate organizational software renewal processes and license management
- Maintain inventory of IT assets and ensure compliance with software licensing agreements
- Support remote and on-site users with technical problems and system access
- Assist with IT procurement processes and vendor management
- Maintain IT documentation, including system configurations and procedures

## **Technology Planning & Management**

- Maintain technology capital planning strategies
- Assess organizational technology needs and recommend infrastructure improvements
- Manage software renewal schedules and coordinate with vendors for license renewals
- Administer Microsoft environments including Active Directory, Office 365, and Exchange
- Manage IT service company relationships for network infrastructure support and maintenance
- Evaluate new technologies and make recommendations for adoption
- Participate in budget planning for IT capital expenditures and software renewals
- Ensure compliance with organizational IT policies and procedures
- Support technology-related projects and initiatives

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# **REQUIRED QUALIFICATIONS**

## **Education & Experience**

- Bachelor's degree in information technology, Computer Science, Database Administration, or related field, or commensurate experience and training
- Minimum 3-5 years of proven experience in database administration and IT support

## **Technical Skills**

- Knowledge of database security principles and implementation
- Familiarity with IT infrastructure components (servers, networks, storage systems)
- Experience with Windows and Apple environments
- Proficiency in Microsoft administration including Active Directory, Office 365, Dataverse, and Exchange
- Experience managing relationships with IT service providers and vendors
- Understanding of software licensing and asset management
- High level of competency with Microsoft Excel
- Ability to do data analytics inside and between applications
- Ability to create easy-to-follow process documentation for setup and training purposes

## **Soft Skills**

- High level of confidentiality with private information contained in the system
- Excellent problem-solving and analytical abilities
- Strong verbal and written communication skills for training delivery
- Ability to work independently and manage multiple priorities
- Attention to detail and commitment to data accuracy

## **PREFERRED QUALIFICATIONS**

- Database certification (Microsoft, Oracle, MySQL, etc.)
- Microsoft certifications (Azure, Office 365)
- IT certifications (CompTIA, Cisco, etc.)
- Knowledge of database automation and scripting
- Experience managing IT service provider contracts and relationships
- Project management experience or certification
- Experience with enterprise software applications and integrations

## **WORKING CONDITIONS**

- Mainly office environment but including walking, climbing ladders, and working in high locations
- Typical hours are Monday through Friday – 8 a.m. to 5 p.m.
- On-call availability for critical system issues may be required
- Ability to lift and move computer equipment (up to 50 lbs.)
- Extended periods of sitting and computer use