



Job Descriptions

Report Writer

The Foundation is heavily dependent on the information systems which support the fundraising priorities of the institution.

The ability to retrieve data accurately and in a timely manner, the maintenance of hardware and software, and the ability to troubleshoot systems problems are of primary importance to efficient operations.

This position serves as the Foundation's expert in the day-to-day methods used to retrieve data and generate reports, as the de facto Help Desk for the Foundation, and as the source of knowledge regarding the configuration of the many databases in use by Foundation staff.

Reporting to the Director of Information Services, this position will play an essential role in the selection of and conversion to a new fundraising software system.

Essential Job Functions:

- Design data structures and maintain integrity in databases based on a thorough understanding of the structure of current databases and of the Foundation's various fundraising programs and their reporting needs.
- Troubleshoot data system problems and resolve system related problems.
- Implement and manage the integration of all user interfaces with administrative applications, coordinate disk space planning and management, and monitor and tune the system to achieve optimum performance.
- Develop, test, and provide reports in a timely manner in support of all programs within the Foundation and maintain and enhance the reporting tools used to extract data from the database.
- Understand and utilize a variety of database software to design ad-hoc reports.
- Serve as liaison with database vendors, third party consultants for technical problems associated with the database application and server environment, and coordinate contact and corrective actions.
- Maintain documentation on all customizations with special attention to reducing the impact of database patches and new release loads.
- Assist with the identification of and conversion to a new fundraising database, including system definition, build, testing, conversion planning, and interfaces.
- Update and implement security and integrity procedures and documentation to protect the content of the database and the administrative systems, including back-up and disaster recovery procedures and administration at the operating system and database levels of security.
- Perform database administration/programming functions such as building and updating virtual fields, subroutines, application customization, database structures and report generation.
- Perform software installations, system & application upgrades and patches.
- Provide support for the daily operations of web-based services for the Foundation, including integration with the Foundation's donor/prospect database.
- With the medical center's Information Management department, serve as primary support for the Foundation's hardware and software issues.



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- Maintain a log of all hardware and user problems and an inventory of equipment.
- Develop user documentation for system processes, procedures, and training.
- Train new staff on network and computer systems, including, but not limited to Microsoft Office Suite, database software, Adobe, and the Intranet.
- Adhere to HIPAA regulations for transactions, security, and confidentiality.
- Other projects and responsibilities as assigned.

Requirements:

Knowledge, Skills and Abilities:

- Bachelor's degree from an accredited college or university in information management or computer science, or comparable experience required; master's degree preferred.
- Three to five years of experience in database management or computer programming, preferably in a non-profit or hospital setting.
- Knowledge of business systems and software applications required.
- Ability to develop, program, and test application programs required.
- Ability to communicate effectively with both technical and non-technical personnel required.
- Discretion with confidential materials required.
- Ability to work independently in a deadline-oriented team environment required.
- Dexterity to operate computer equipment required.