

Wednesday, August 14, 2019

Associate Database & Systems Administrator

Company: Jacobs Pillow Dance
Location: Becket, MA

► [Share](#) | [Print](#) | [Download](#)

Jacob's Pillow seeks an Associate Database & Systems Administrator to join the Operations & Systems Department and work closely with/report directly to Director of Operations & Systems. This position is entrusted with supporting the implementation of the Tessitura platform and the IT function at Jacob's Pillow. This work includes additional database administration on the Salesforce platform and integration with other applications. Additional responsibilities may include supporting the IT infrastructure and system integration in collaboration with Managed Service Providers and Pillow staff departments. This position is entry-level to intermediate, with many opportunities to acquire advanced skills in database administration. In-depth training will be provided.

Responsibilities

- Perform selected system administration tasks under the direction of the Director of Operations & Systems
- Perform data quality improvement tasks under the direction of the Director of Operations & Systems; utilizing advanced tools, involving field-level editing as well as system-wide data integrity checks
- Run a suite of weekly Quality Assurance reports and take or direct corrective actions as needed
- Complete system testing scenarios and other duties as assigned related to the Tessitura implementation project
- Provide in-process training and support to end-users
- Create training materials and job aids
- Develop knowledge of the business/database operations of each department and work collaboratively with staff to enhance their use of the database systems, including inter-departmental operations
- Contribute to technical system documentation and operating procedures
- Facilitate generation of lists, reports, and ad hoc queries to support departments
- Assist with business process redesign initiatives
- Develop familiarity with several database management systems in use at the Pillow apart from Tessitura and Salesforce
- Support users "at-the-elbow" as needed for miscellaneous IT needs
- Support management of telephone, radio, and mobile resources, as well as desktops and servers, in conjunction with third-party Administrator

Required Qualifications

- Minimum Associates Degree, or equivalent certification
- Previous experience with databases
- Proficiency with Microsoft Office applications such as Excel and Access and Google G-Suite applications
- Ability to work with agility in a fast-paced environment
- Effective oral and written communication skills

Preferred Qualifications

- Experience with Salesforce and/or Tessitura
- Professional experience working within administrative/office processes
- Data entry experience
- Experience with SQL Server or similar platform
- Experience in a nonprofit and/or cultural institution with ticketing activities

Skills & Qualities

- Commitment to quality
- Ability to manage confidential information with impeccable discretion
- Comfort with complexity, systems thinking, process thinking, lists, and data elements

To Apply

Please email cover letter, resume, and references to hr@jacobspillow.org, with "Associate Database & Systems Administrator" in the subject line.

All inquiries and materials will be confidential. Please do not mail hard copies.

Jacobs Pillow Dance
358 GEORGE CARTER ROAD
Becket, MA, 01223
4134419919
jacobspillow.org

For more information:
George Greiner
hr@jacobspillow.org
4134419919

[< back](#)

[previous listing](#) • [next listing](#)