



JOB OPPORTUNITY

DATABASE AND TRAINING COORDINATOR

Posting #2017-29

Posting Date: October 11, 2017

Closing Date: Open until filled

POSITION:	Database and Training Coordinator Full time, 40 hours/week, Non-exempt, hourly position
DEPARTMENT:	Finance and Administration
LOCATION:	Eugene, Oregon
PAY RANGE:	\$20.46/hour - \$27.62/hour

ORGANIZATION SUMMARY:

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

HOLT'S MISSION STATEMENT:

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

HOLT'S CORE VALUES -AT HOLT, WE:

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity
- Serve with prudent stewardship
- Value and promote a positive team spirit

DEPARTMENT SUMMARY:

Holt's Finance and Administration Department is dedicated to providing timely, relevant and accurate administrative, financial, human resource and technology services to Holt staff, families and constituents; ensuring a high level of integrity, effectiveness and efficiency for Holt's work. The Information Technology (IT) department is committed to providing reliable, secure and efficient IT systems to support high staff productivity; ensuring a high level of integrity and effectiveness for Holt's work.

POSITION SUMMARY:

The Database and Training Coordinator (DTC) plays a key role in IT by analyzing the data, programming and processes involving the Viking database. The DTC ensures that the data in Viking is up to Holt's data entry standards and that employees get the data they need in a timely manner to complete their work. Under the guidance of the Director of IT, the Data and Training Coordinator enhances database capabilities and processes with an eye towards current and future data needs. The DTC works with departments to ensure that information needs are being met and that future database challenges are addressed, and that constituent data is kept safe and accessible across departments. This position makes certain that meaningful communication with Holt constituents is enhanced through accurate and consistent data.

The Database and Training Coordinator ensures that staff have the IT knowledge and skills to fully utilize current IT tools and capabilities by enhancing and managing the IT training system at Holt. The DTC creates content and communicates key security and system knowhow to staff so information is secure and processes are fully known. Enables staff to increase their knowledge of IT programs and productivity software through regular training opportunities. Responds to staff training needs and synergizes institutional knowledge so that all staff can share in knowledge gains. Keeps staff up to date on IT enhancements and security concerns with regular communications, including emails.

ESSENTIAL JOB FUNCTIONS:

- 1. Coordinates and Analyzes the Viking/Oracle database by** updating code tables, resolving new registrations, training new users, monitoring the running of the daily DataSync process and is responsible for monitoring database integrity. Running database checks and providing maintenance and support for the Viking/Oracle database. Maintaining a database integrity plan for the Viking database. Working with Director of IT on various high level database projects and providing an ongoing and detailed assessment of the Viking database. Is responsible for administering the Viking Release program.
- 2. Advances capabilities and efficiency of Viking/Oracle database by** programming functions, triggers, procedures and related database tools. Enhancing knowledge of Viking/Oracle database by working with Viking developer. Keeping up to date regarding Oracle programming within the Viking Database system. Creating and updating database flow charts, process dependencies, table linkages and screen to table field mapping data documentation. Documenting knowledge gains and increasing institutional knowledge of the internal workings of the Viking/Oracle Database.
- 3. Coordinates Reporting requirements for the Viking database by** creating canned reports and other types of queries in response to user requests. Providing training on Easy Query and the use of Viking canned queries. Providing support to employees in getting data out of Viking according to end user specifications. Updating existing Queries and eliminating unneeded or duplicate queries. Providing initial Viking report training to new employees. Working to minimize and eventually eliminate the need for employees to use raw SQL code and the Simple Query tool in their reporting activities.
- 4. Establishes and promotes standards, policies and procedures for Viking database by** working with the Director of Information Services in developing and maintaining written database

policies, procedures and data standards, and developing and promoting training activities that support these policies. Coordinating, developing and maintaining user documentation manuals and training material, including data entry standards. Ensuring organization wide data standards and coordination of database procedures/policies across departments.

5. **Maintains, secures and safeguards Holt's Viking data by** updating and adjusting Viking Roles, Menus and Access to key data. Regularly reviewing Viking roles and menus within departments and working with managers to make sure employees have only the database access they need. Creating new roles to secure and safeguard key Holt Viking Data. Reporting results to the Director of IT.
6. **Enhances the usefulness and sophistication of the Viking database by** researching and analyzing future DataMart and Data Loader capabilities. Researching, recommending and helping install new query tools and related programs to the Oracle database as well as suggesting report writer applications to get the most out of our Viking database.
7. **Coordinates IT training program by** creating and administering a comprehensive IT training program. Training staff on key IT procedures and processes, including IT security/safeguard protocols. Training within departments and keeping staff current on data entry standards, processes and updates to the databases. Researches IT training needs and implements training programs to enhance employee IT skills. Coordinates training for Viking WEB, and general computer use so that staff can get the most out of IT assets.
8. **Improves staff productivity by** working with staff to understand information processing needs and developing and recommending process improvements through the appropriate use of computer software applications. Working with off-site staff on Viking and reporting needs.
9. **Maintains employee confidence and protects operations by** keeping information confidential.
10. **Contributes to the team effort by** exhibiting cooperative and effective work relationships, such as, responding positively to challenges, assignments, inter and intra departmental requests; and seeing beyond own tasks to help fulfill the organizational goals.
11. **Contributes to a positive, productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; treating all people with dignity and respect; and exhibiting good listening and comprehension skills including giving and welcoming feedback. Demonstrate adaptability in changing environment by taking on new projects as assigned. Other duties as assigned.

SUCCESS FACTORS:

The successful candidate uses database experience and programming ability to improve data quality and ease of data access. Enhances efficiencies of data processes and streamlines procedures, and clearly communicates this progress. Demonstrates good organizational skills in coordinating the databases and providing solid documentation. Works with staff to provide timely and thorough reporting capabilities. Has the ability to develop training programs/systems to increase employee knowledge of and the knowhow to effectively use IT assets. Develops data entry standards to increase consistency and quality of data in databases. Maximizes database security through data safeguards, access management and continual staff education. Researches new database tools and processes to advance and elevate the capability of the mission critical databases.

KNOWLEDGE AND EXPERIENCE (MINIMUM REQUIREMENTS):

Bachelor's degree, preferably in Information Technology, Software Engineering or Information Systems. Minimum of 3 years of experience programming and/or supporting an enterprise level database with a track record of database project planning and supporting internet based databases.

Functional knowledge of PL/SQL code. Experience developing/administering a training program in a work environment. Demonstrated ability for good interpersonal communication. An equivalent combination of education, training, and experience sufficient to successfully perform the essential functions of the job as those listed above may be qualifying. Basic knowledge of local area network (LAN) and wide area network (WAN) computer systems. Experience using application software on a network, including Microsoft Office applications.

INFORMATION PROCESSING:

Analyzes information requirements and develops solutions using the Viking database. Monitors and maintains policies and procedures for Viking database. Researches, analyzes and recommends data flow processes and processing. Set priorities on work, constructs correspondence and reports, researches and analyzes information for reports or inquiries and organizes documentation systems. Uses Excel, Word, Access, PowerPoint, utilities and other computer programs.

SCOPE OF RESPONSIBILITY:

Responsible for reporting activities, documentation of processes/procedures and training related to the Viking Database. Responsible for Viking database maintenance and database efficiency. Coordinates processes involving the main Viking/Oracle database. Assists the Director of Information Services with most aspects of Information Technology environment. Ability to work independently. Analyzes situations and recommends and implements policies and procedures to alleviate problems. Provides computer support and training to staff in Eugene and other locations.

INTERPERSONAL COMMUNICATION:

Provides technical support to computer users in a productive manner. Organizes and makes computer training presentations to staff. Exercises good judgment, courtesy, and tact in contacts with employees and the public. Works effectively with staff to understand and identify information requirements and to obtain compliance with database policies and procedures.

IMPACT OF RESULTS:

Creates and enhances database solutions for mission critical data needs and supports processes that are key to Holt's mission. Support for computer users enhances the computing environment for maximum productivity and ease of use for individual user's needs. Staff demonstrates confidence and ability to produce necessary documents, spreadsheets and reports. Viking/Oracle database is managed for integrity and effectiveness.

Describe controls: Director of IT assigns and reviews work.

APPLICATION PROCEDURE:

To ensure consideration, please submit the following application materials:

1. Job Application <http://www.holtinternational.org/employment/jobapplication.shtml>
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. **Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).**

Go to www.holtinternational.org/employment/ to locate the job application and the instructions on how to submit the application materials for this job posting.

SELECTION PROCESS:

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

Please note that for the Database and Training Administrator position a credit check will be conducted and must be passed prior to being hired for this position.

Holt International Children's Services
www.holtinternational.org