

Sangre de Cristo Arts & Conference Center (SDC)

Job Posting: **Database Administrator (DBA)**

Type: **Part-time** (approx. 20-30 hours a week)

Per hour rate: **\$28.00/hr.**

Sangre de Cristo Arts and Conference Center is seeking an experienced database administrator to work with **Tessitura CRM software**. The **Database Administrator** will be part of the Tessitura software implementation allowing for understanding of the system from the ground up. The administrator will continue on to provide leadership for the organization in its use of the Tessitura. Reporting to CEO/Operations and collaborating with IT as necessary, this position will lead all Tessitura efforts throughout the organization, ensuring proper utilization and will interact closely with all departments, establishing best-practices for effective uses of the software.

Duties & Responsibilities

- Provide support for all Tessitura operations across departments
- Research, plan, project manage, and troubleshoot Tessitura upgrades as necessary
- Assist with management of third-party application integrations with Tessitura and their ongoing maintenance and support, including accounting (QuickBooks), bulk email platform (WordFly), and POS system (SalesVu)
- Support Marketing Staff in the administration of TN Express Web (TNEW) application and all web customizations
- Maintain awareness of industry trends and practices in the use of Tessitura and advise organization regarding changes and enhancements that will improve operations
- Interface with external and internal user groups
- Work with Tessitura Support staff and consultants to troubleshoot database issues and maintain and update customizations to the SDC environment
- Create custom reports and modify existing reports
- Consult with all departments, gathering user requirements for new initiatives and business process, and recommend best use of Tessitura to support these initiatives
- Oversee data entry and tracking, reports, list management, extractions, and other tasks as assigned for cross-departmental Tessitura use through coordination with lead system users

- Facilitate generation of lists, advanced data extractions, custom reports, and ad hoc queries
- Update System Tables as necessary
- Manage users and security. Enhance security groups and assign access rights to ensure confidentiality and system integrity
- Perform regular data integrity checks and promote activities such as duplicate reduction across departments
- Provide regular functional supervisions and training to Tessitura users in each Department
- Create and maintain documentation concerning system configuration, best practices, data entry and integrity, as well as procedures specific to SDC
- Other duties as assigned

Required Qualifications

- Minimum of two years' experience working in database administration
- Knowledge of business processes
- Excellent verbal and written communication skills
- Demonstrated ability to achieve goals through influencing and coordinating inter-departmental work
- Demonstrated skills in prioritizing and managing multiple projects simultaneously

Preferred Qualifications

- Understanding of project management methodologies

To Apply: Please email cover letter, resume, and references to tammie@sdc-arts.org, with "Tessitura Database Administrator" in the subject line.

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