

CAREERS: The Next Generation

IT and Database Support Technician

Job Title: IT and Database Support Technician

Reports To: **TBD**

Location: Edmonton

Job Summary

The IT and Database Support Technician position has a broad range of responsibilities encompassing database management, IT support, projects and data entry. This role supports the organization by monitoring and maintaining computer systems and data and ensures optimal performance, integrity and security.

Roles and Responsibilities

Database and Content Management

- Monitor and maintain data quality, system health and security
- Verify data is entered in accordance with organizational standards
- Create and generate queries, reports, and dashboards
- Handle all basic database administration duties including user account maintenance, reports and dashboards, workflows, system upgrades and other routine tasks
- Provide end-to-end technical support, training and problem resolution
- Assist in the creation of database management procedures
- Assist with database design and server maintenance

IT Support

- Assist with the installation of new hardware and software and help train employees on its use
- Administer Information Technology systems-support organization wide.
- Provide team members with trouble shooting assistance in the use of software.
- Liaise and problem solve with computer support third party partners and other technology service providers.

Other

- Act as the back up to the IT Consultant
- Participate in the development of new strategies and IT procedures to increase efficiency and enhance workflow.
- Other related duties as required.

Skills and Competencies

- Demonstrated knowledge of database systems in terms of administration, security and efficiency.
- Demonstrated ability to prioritize and manage multiple projects with minimum supervision.
- Demonstrated ability and willingness to learn and adapt to changing systems and new technology.
- A technical, logical thought process with attention to detail
- Creative and analytical thinker with strong problem-solving skills
- Ability to stick to strict deadlines
- Excellent written and oral communication skills.
- Ability to work collaboratively and cooperatively in a team environment.

Qualifications

Education/Experience

- Diploma in related information technology program with a minimum of 3 years related experience.
- Excellent knowledge of and experience in a Windows based Microsoft Office environment.
- Experience with database management systems including basic understanding of Query Languages, Flows, data maintenance, system administration
- Experience with Salesforce.com (CRM) and Crystal Reports considered an asset
- Experience in Business Analysis and Project Management considered an asset
- Experience with nonprofit processes considered an asset