	Department :	**Information Technology**
ROCK CHURCH & TRAINING CENTER	Effective:	**May 2009**
	Replaces:	**All Previous**
JOB DESCRIPTION	Position Number:	**RC-09-09**
Position: **Database Coordinator**	Posting Date:	**May 4, 2009**
Reports to: **Database Administrator**	1st Closing Date:	**May 11, 2009**
Position Status: **Regular Full-Time Exempt**		

Position Summary:

The Database Coordinator responsible for maintaining the information quality of the Rock Church, Rock Academy and Miles Ahead databases. Reports to the Database Administrator.

Job Responsibilities and Duties:

1. Primary responsibility is for ensuring the Rock's centralized database is up to date, data entry protocols are established and communicated, and contact database information is readily available to all departments/ministries.
2. Recruit and coordinate data entry/quality volunteers.
3. Assists ministry leaders and administrative staff in implementation of F1 and reorganization of volunteer management and recruitment procedures.
4. Works closely with the Database Administrator with hands-on training to ensure the staff is properly trained on system policy and procedures.
5. Assists in the creation of F1 training manuals and tutorials.
6. Works closely with all departments/ministries to ensure no duplicate information is in the system.
7. Responsible for inputting all new-comer information and ensures proper routing of new information.
8. Reports any areas of major concern to management with recommended solutions.
9. Informs staff in advance of any scheduled system downtimes.
10. Schedule and setup IT and F1 meetings
11. Maintain vendor contact list
12. Monitor, forecast, and reconcile IT budget
13. Purchase and payables processing
14. Generate pulse points for IT Director
15. Order ongoing computer supplies
16. Prepare all paperwork concerning order approvals, copies of orders, documentation, etc.
17. Prepare data for the IT eNews
18. Develop methods for valuing IT and F1 volunteers

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Database Administrator.

Job Skills and Requirements:

Education and Experience:

1. Strong organization, planning, and analytical skills
2. Knowledge of Google Analytics reporting tools is strongly preferred, but not required
3. Must be well skilled in Microsoft Excel, with Microsoft Word and Powerpoint

4. Technical understanding of website structures and e-commerce modules preferred
5. Bachelor's degree (B.A.) from four-year college or university preferred but not required.
6. 5 years (minimum) experience maintaining PC's and Laptops.
7. Customer service or helpdesk background.
8. Microsoft or A+ Certification.
9. Macintosh OSX experience.
10. Experience supporting and Troubleshooting Microsoft Vista, XP, Mac OS.
11. Must possess critical experience in desktop systems hardware and current Macintosh OSX (including Leopard), Apple peripherals, and enterprise integration of same.
12. Experience in trouble shooting/repairing Microsoft applications including MS Word, Excel, Exchange, Project, Visio, and system networking issues.
13. Must have Microsoft Office (Excel, Word, Outlook, Exchange) experience
14. Experience with WIFI, LAN, TCP/IP, Network Security desirable.
15. Experience supporting Printers and Monitors.

Ministry Related:

16. Must be a team player who effectively collaborates and communicates well with others.
17. Ability to establish and maintain effective working relationships with supervisors, employees and service representatives.
18. Highly motivated to ensure end user satisfaction; customer service oriented mindset.
19. Strong communication and interpersonal skills are required.
20. Pleasant, professional personality and appearance.
21. Ability to work well under short deadlines, handles multiple priorities, recognize and respond to urgent requests, and quickly adjust to changing priorities.
22. Ability to meet project deadlines.
23. Self-motivated and flexible in nature to handle other duties and special projects as needed.

Expectations of Staff:

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Successful completion of a background check.
4. Pleasant and professional personality and appearance.
5. Regular attendee of a Rock Weekend service.
6. Regular involvement in Rock Church activities, ministries and events.
7. Attendance at all mandatory meetings (and events, as needed).
8. A tithe of 10% to the Rock.
9. Signed acknowledgement of the Rock Church Statement of Faith.
10. Adheres to policies and procedures as stated in the Rock Church employee handbook.
11. Member of the Rock A.R.M.Y.

Physical Requirements

Ability to function independently and ability to speak. Physically able to lift up to 50 lbs (with or without assistance). This position also may require long periods of standing up and walking.