Database Manager / Web Developer

Primary Area of Focus - Database Systems & Website function
Updated - 11/12/2023
Employee Name - TBD

Rules of Engagement

- Weekly 1 on 1 meetings with IT Director to ensure alignment of vision, discuss tension points, and develop the necessary systems to support Riverview core ministries
- Leverage database, website, and other SaaS platforms for Riverview's ongoing function and growth through continued learning about and teaching of available software tools
- Communicate and make decisions thoughtfully, prioritizing the best interests of the Gospel and Riverview Church

ROLES.	RESULTS. What does success look like?	RESPONSIBILITIES. What actions produce results?
1. ChMS Database Manager	- Timely creation and maintenance of processes as requested by Riverview core ministries - Timely communication of information from database to ministry leaders, as needed - Database products, forms, and functions are created, as needed, to assist ministries - Database is kept secure and confidential - Database users are well equipped to perform functions relating to their work - Information and processes pertaining to RivKids check-in are updated, as needed, and audited semi-annually - Database records and underlying systems are kept clean, organized, and updated	- Review, approve, create, test, and communicate new requests for processes to appropriate ministry leads - Create and communicate views and reports for ministry leads as requested - Create custom database views & procedures via SQL - Communicate responses from database forms and registrations to the appropriate ministry leads - Assist with the creation and maintenance of events, pledge campaigns, products, payments, registrations, and forms as requested by staff and key volunteers - Assign appropriate database access permissions to staff and key volunteers - Train staff and key volunteers in database functions as it pertains to their role - Email new contacts and family information to appropriate ministry leads every week - Create and update groups for all ministries, as needed - Assist with updates to records, as needed
2. Planning Center Manager	- Changes to function of Planning Center Online are executed in a timely fashion to support requests by Riverview core ministries - Ministry Leads are trained in functionality of PCO as it pertains to their area of ministry - PCO records and underlying systems are kept clean, organized, and updated	- Review, approve, create, test and communicate requests for additions or changes to service types, teams, and reports to appropriate ministry leads - Train staff and key volunteers in Planning Center functions as it pertains to their roles - Provide email, phone, and in-person Planning Center support to ministry leads - Assist with cleanup of duplicate and outdated records semi-annually

3. Website Development & Database Systems Integration	- Website UX is seamless and easy to utilize - Website features are fully functional 3rd party integrations with Riverview's ChMS/ database and Planning Center Online are standardized, centralized, maintained and in good working order - Requests for data pulls are executed in a timely fashion - Assistance is provided, as needed, for bulk communications, reports, or exports utilizing database systems	- Work with Content Team to write necessary code for website to function in a friendly and easy to navigate manner - Work with Content Team to write necessary PHP, Java, or other language code to achieve desired website functions - Create new automations in Azure Power Apps to integrate data and workflows between SaaS platforms, database, and website - Integrate existing processes from other software or service providers into Riv's central ChMS or Planning Center, utilizing centralized accounts in a consistent and documented manner - Maintain processes that pull data from Riv's central ChMS or Planning Center by periodically auditing function - Assist communication department with mass communications pulled from Riv's ChMS database - Assist finance department with donation letters and other data exports, as needed
4. General IT Support	- Staff are well equipped to utilize software platforms and tools as it pertains to their roles and areas of ministry leadership - Assistance is provided, as needed, for general IT needs such as system updates, hardware maintenance, and occasional help desk ticket requests	- Train staff in Asana, Google Workspace, Slack, Database, Planning Center, and other SaaS platforms as needed - Assist with IT help desk items, time permitting - Assist with general IT updates and maintenance, time permitting

GOALS (Specific/Measurable/Achievable/Relevant/Time-bound)