

Ethiopian Community Development Council, Inc.
901 S. Highland Street, Arlington, Virginia 22204

JOB DESCRIPTION

Position Title: Database Support Specialist
Department: Refugee Resettlement and Integration
Reports to: Program Officers
Status: Full-Time/Exempt
Location: Arlington, Virginia

Position Summary: The Database Support Specialist is responsible for ensuring ECDC's online programs database has up-to-date functionality required to meet ECDC's data needs efficiently and securely. This position supports both ECDC resettlement and affiliate programs staff.

KEY RESPONSIBILITIES

- Produces reports to satisfy program data requirements.
- Enhances existing system builds for usability by diverse affiliate staff.
- Updates database manuals to reflect changes and new builds.
- Creates efficient and effective ways of tracking volunteer hours and donations for affiliate sites per grant requirements.
- Validates program data via a database system, ensuring accuracy.
- Test new database builds for bugs, fixing all issues prior to production.
- Trains new and existing staff on how to effectively use the system. Provides ongoing support to affiliate staff for their needs on program application use.
- Creates new user accounts for affiliate staff.
- Tracks all database issues and reports them to the database developer.
- Works with outside agencies, including ORR and GDIT/RADS, to design interfaces that meet program data reporting needs.
- Addresses data security concerns from a programmatic standpoint.
- Works closely with database developers, program, and IT staff on technical needs.

QUALIFICATIONS AND EXPERIENCE

- Associate degree or certificate in database management or 1-2 years of experience working as database support.
- Willingness to learn about technical aspects of the refugee resettlement program.
- Superior analytical skills, attention to detail, and strong work ethic.
- Knowledge of Microsoft Excel and Google Sheets and data visualization software such as Tableau.
- Excellent interpersonal and communications skills and the ability to maintain effective and satisfactory working relationships with people from diverse cultures across all staff levels at ECDC and affiliates.
- Ability to maintain the confidentiality of clients' Personally Identifiable Information.

SALARY. ECDC provides a competitive annual salary for this position commensurate with experience and ranges between \$55,000–\$60,000.

BENEFITS. ECDC offers an excellent benefits package that includes:

- Medical, dental, and vision available on the first day of employment. ECDC contributes 80%.
- Generous paid time off, including 15 days of vacation and 12 days of sick leave during the first five years of employment.
- 13 days of paid national holidays.

- 403(b) retirement plan with ECDC's contribution of 10% after one year of employment.
- Short- and long-term life and disability insurance.

TO APPLY. Submit by e-mail: (1) a cover letter; (2) a résumé; (3) three professional references; and (4) salary requirements via email to hr@ecdcus.org

No telephone inquiries, please. Only qualified candidates will be contacted.

ECDC IS AN EQUAL OPPORTUNITY EMPLOYER