



## Job Description

**Job Title:** CaseWorthy Database Administrator

**Department:** Administration

**Union Affiliation:** OPEIU  
(Associated dues will apply)

**Supervisor:** Strategic Information Systems Manager

**Salary Range:** 207

**Status:** Non-Exempt

**FTE:** 1.0

---

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and built skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

**Job Summary:** The CaseWorthy Database Administrator works with the Strategic Information Systems Project Manager for administration of the CaseWorthy human services software.

### Essential Responsibilities, Duties and Tasks:

#### 50% CaseWorthy Administration

- Administer, maintain, and monitor the CaseWorthy database to ensure data accuracy, security, and performance.
- Develop queries and reports using the Query Builder and CaseBot.
- Collaborate with system vendor to address program needs.

- Manage user ticket system and provide technical support to staff for database inquiries and issues.
- Collaborate with cross-functional teams to understand their data needs and provide solutions.
- Develop custom queries, reports, and dashboards, based on program needs.
- Ensure compliance with funder and regulatory requirements.
- Stay updated on new features of CaseWorthy.

### **30% Database Maintenance**

- Serve as first-point contact support for CaseWorthy users.
- Test and approve maintenance releases from the vendor.
- Create and maintain comprehensive database documentation.

### **10% CaseWorthy Training**

- Conduct workshops and other instructional events about CaseWorthy usage.
- Collaborate on the design and creation of user manuals, and training materials.
- Communicate complex technical processes to users with a variety of skill levels.

### **10% Other**

- Attend team meetings, vendor meetings, cross-functional team meetings, and other meetings and communications as appropriate.
- Share responsibility for internal CaseWorthy SharePoint user site including maintaining current information, providing updates, and responding to user requests.
- Other tasks as assigned.

### **Education & Experience**

Required:

- Associate degree in computer science, Information Technology, or a closely related field.
- Three or more years of experience as a Database Administrator.
- Proficiency in database management systems.
- Familiar with SQL for data retrieval and manipulation.
- Experience in training users on complex technical processes.
- A combination of education, skills experience and measurable performance which demonstrates the capability to perform the duties of this position.

### **Additional Qualifications**

- Strong problem-solving and analytical skills.
- Able to maintain confidentiality.
- Effective collaboration across different functional areas.

- Willingness and ability to work with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, gender identities, and of all ages.
- Detail oriented, with strong organizational skills.
- Effective oral and written communication, including the ability to listen effectively.
- Ability to work individually in a self-directed manner and as part of a team in group projects. Ability to take general direction and apply it to specific circumstances as the situation requires.
- Microsoft 365 experience.

**Physical Demands/Working Conditions:** This position works in an office or remote setting 95% of the time and in the field 5% of the time. Position requires employee to occasionally lift and push/pull up to 30 pounds. Employee will spend 75% of their time working on the computer, 10% on the phone and misc. office work and 10% in meetings. Position will spend 5% of their time in the field. Position has ability to sit/stand as needed.

**Hours and Compensation:** This is a union position paying \$29.16 per hour plus benefits. Salary Range \$60,651-\$80,027. Benefits include medical, dental, short-term, and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax- sheltered health care and dependent care accounts.

**Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.**