AMS Database Administrator

Mission of our Organization

NPA's mission is to provide leadership and support for the growth, innovation, quality and success of the Programs of All-Inclusive Care for the Elderly (PACE) model of care.

What We Seek

NPA seeks an AMS Database Administrator to support the association and the Communications department by managing the association's association management software (AMS). With the goal of a well-integrated system of user solutions, this position works with the Membership Director to administer and continually improve the association's association management software (AMS) and its related tech stack, collectively referred to as the "membership platforms." In addition, this position is responsible for inputting member data and ensuring data hygiene/data integrity.

Sample Responsibilities

Within the membership platforms listed below:

» Ensures NPA member data is up-to-date and accessible by NPA staff.
» Understands and analyzes business needs and abilities to enhance system efficiency and usage.
» Provides technical skills and ability to engineer and troubleshoot AMS-related processes.
» Ensures accuracy and integrity of data by performing thorough audits, validations, and regular data checks and updates and fills in gaps for data hygiene and maintenance.
» Conducts gap analysis between current systems and organizational requirements.
» Configures and customizes platforms to meet specific needs, including settings, fields, workflows, automations, security, hardware, analysis, reports, queries, dashboards and other visualizations.
» Formulates and recommends solutions, budgets and timeframes.
» Serves as internal project manager for implementations and ongoing continuous improvement.
» Designs, tests and documents processes and standard operating procedures (SOPs)
» Recommends training plans for NPA staff and external audiences on membership platforms, utilizing vendor-provided learning/courses and helping build NPA-specific training where needed to ensure successful adoption and execution of SOPs and processes.
» Works with external consultants and vendor support for additional technical expertise
» Ensures business continuity of mission-critical applications.
» Keeps abreast of latest trends and best practices in membership platforms.
» Leads internal staff workgroup of AMS users.
» Backs up other NPA staff with information technology duties.

Manages Membership Platforms (Lead Responsibility):

- » AMS: iMIS 2017 (anticipated upgrade to EMS), including RISE
- » Data Management Suite: IDMS (iImport, iUpdate and iSchedule)
- » Automation: Zapier using iAppConnector
- » iMIS Bridges: ATS Zoom, GoToWebinar and Real Magnet

Manages Membership Platforms (Lead on Technical Integration with iMIS, with Lead Responsibility for Overall Platform:

- » Engagement: Nucleus Gravitate
- » Email marketing: Higher Logic Communications Enterprise and PropFuel
- » Online Communities: Higher Logic Community
- » Learning Management System (LMS): TopClass
- » Application & Review Software: OpenWater
- » On-Site Badge/Ticket Production and Lead Retrieval: American Tradeshow Services
- » Conference App: Whova
- » Virtual Events: Microsoft Teams, Zoom Meetings, GoToWebinar
- » SSO: from iMIS to platforms above, as well as to primary website, Sitefinity CMS
- » Utilizes Related Platforms for Daily Business Use:
- » General Productivity Cloud: Microsoft365 (Business Premium)
- » Project Management: Wrike

HIPAA

This position is not authorized to access, utilize or view protected health information (PHI).

Knowledge, Skills, and Abilities

- » Proficiency in working with the membership platforms utilized by NPA, or comparable products
- » Passion for customer service
- » Excellent written, oral, and listening communication skills, including the ability to help bridge communications between "technical" and "nontechnical" people
- » Strong project management skills to coordinate multiple activities and meet tight and sometimes competing deadlines, while maintaining attention to detail
- » Collaborative team player who can work cooperatively with a wide variety of internal and external constituencies, including members
- » Experience with, or desire to learn, IQA, SQL, SSRS, JavaScript, CSS and HTML

Requirements

Education

Bachelor's degree in computer or data science, IT or a related field preferred or equivalent relevant experience

Experience

3+ years of proven experience in a similar role in a professional membership association setting.

Working Conditions

Flexible, fully remote work arrangement or telework, offered; proximity to Washington, D.C. area preferred. Small, fast paced team environment with moderate noise levels. Normal sitting and standing activities for an office environment. Use of phones and computers for extended periods of time. Utilize office equipment and communication technologies for conference calls and teleconference meetings/webinars.

Compensation and Benefits

» Full-time, exempt position with competitive salary based on experience and qualifications.
» Excellent benefits package; NPA pays 100% of the employee's premium for Medical (HMO and HSA; PPO paid at HMO rate), Dental, Vision, Short-Term and Long-Term Disability coverage, AD&D coverage, and Long-Term Care coverage.
» Retirement savings plan
» Generous paid time off program

To Apply

Please submit a cover letter and resume at the link below.

Apply Now

Applications should be submitted by Friday, March 22, 2024. Due to the large volume of resumes expected to be received, only those candidates selected for an interview will be contacted.

If you need assistance or accommodations submitting your application materials, please contact us at **hiring@npaonline.org**.

NPA is an Equal Opportunity Employer

NPA provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We strongly encourage applicants from underrepresented groups to apply.