



**DOORWAYS**  
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# JOB ANNOUNCEMENT

**JOB TITLE:** Data Systems Administrator  
**Employment Status:** Full-Time / Salaried (40 hours / week)  
**Supervision:** Reports to the Director of Outcomes and Quality Impact

## **ORGANIZATION SPOTLIGHT:**

DOORWAYS, a nationally known interfaith non-profit, empowers clients to overcome poverty, HIV/AIDS, and homelessness by providing numerous social services that improve Housing, Health, and Hope. Entering its 35th year, DOORWAYS has progressed to a multi-million dollar agency that assists over 3,500 clients annually. DOORWAYS has opened a new campus in 2022 and will offer even more services to those in the St. Louis-region.

## **WHAT WE ARE LOOKING FOR:**

We are looking for an eager and agile Data Systems Administrator who is ready to lead the Data Team in alignment with agency goals. This position works closely with the Director of Outcomes and Quality Impact and Data Systems Team to become an expert on our CaseWorthy and ServicePoint data systems. The Administrator will develop CaseWorthy functionality and reporting, oversee day-to-day operations of the Data Systems Team, and continue to support the agency in making data-informed programmatic and financial decisions. The Administrator must pass a background check, drug test, and TB test.

## **WHAT YOU RECEIVE:**

The chance to work in a diverse and employee-centered environment with a staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that offers many competitive benefits: health insurance (including medical, dental, vision, life, and short/long-term disability coverage), tuition reimbursement, flexible scheduling, two Employee Assistance Programs (EAP), a 403(b) retirement plan, a flexible spending account, a health reimbursement agreement, paid parental leave, personal time off (PTO), and mileage reimbursement. DOORWAYS offers countless training opportunities throughout the year, and we always make time for team-building/fun.

## **ESSENTIAL JOB FUNCTIONS**

- Demonstrate mastery of the CaseWorthy system software, by supporting ease of use for end-users and development of reporting for grants, program monitoring, quality improvement, and other stakeholders.
  - Work collaboratively with management, finance, development, program directors and staff, and clients to develop CaseWorthy forms, workflows, and reporting that meet agency-wide and program specific needs.
  - Write documentation and policies for system users and departments.
  - Provide and oversee initial and ongoing database training and support resources (info sessions, office hours, etc.) for staff and subcontracted agencies.
  - Ensure that the CaseWorthy application processes and reporting comply with all governance regulations and uphold the standards and mission of DOORWAYS.
  - Supervise Data Systems Specialist and Data Systems Coordinator, including oversight of day-to-day work and assuring project and reporting deadlines are met.
  - Manage data quality and completeness across CaseWorthy and ServicePoint. Work with Director of Outcomes and Impact, Data Systems team, program directors and staff, to identify system usage and functionality problems and craft solutions.
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- Administer connected databases to ensure data protection and cohesion, up-to-date disaster recovery protocols and the creation of bulk data import/export strategies.
- Maintain a schedule for backing systems up and archiving databases in order to ensure that all of the organization's data remains secure and recoverable.
- Manage, communicate, and document system changes; maintain a formal system for testing and implementing upgrades.
- Administer user accounts and access. Monitor usage and produce custom reports as needed.
- Provide a central point of coordination for all staff CaseWorthy and ServicePoint support needs; manage escalated support incidents with Vendor Support resources as necessary.
- Other duties as assigned.

### REQUIRED SKILLS AND ABILITIES

- Strong Communicator. Speaks and writes well. Can create custom documentation as needed.
- Ability to clearly present material and train all levels of staff.
- Ability to communicate technical concepts/issues and resolve problems at all levels of the organization both internally and externally.
- Strong relationship and people management skills, (team player, mentoring)
- Collaborative working style and ability to work well at all employee levels and with outside agencies.
- Fast learner who is challenged by learning new things and wants to change legacy work flows. Can quickly gain pulse of agency and how programs work to support our mission.
- Ability to quickly analyze data to support program planning or gain new funding opportunities.
- Ability to work independently and engage supervisor as needed.
- Highly organized, ability to manage multiple projects with tight deadlines, Ability to handle full workload and manage time/resources to meet proposed deadlines.
- Flexibility and creativity in delivering objectives, ability to adapt and adjust to changing priorities.

### EDUCATION, EXPERIENCE, AND ABILITIES

#### *Desired:*

- 2+ years of experience planning and implementation of HMIS or case management database systems.
- Experience functioning as a system administrator or database application specialist.
- Experience documenting and analyzing processes, procedures, and policies.
- Experience writing simple and complex SQL stored procedures or willingness to learn same.
- Working knowledge of Microsoft SQL Server, SQL Server Reporting Services, and ability to write queries. Ex, Query Builder.
- Experience in supporting issues related to application functionality, user security, integration, and related testing, scripting and use case scenarios.
- Bachelor's degree in an information technology, computer science, quantitative, scientific, or STEM and/or business-related field.

### WORKING CONDITIONS

- Works in a climate-controlled and well-lighted general office environment with a smoke free policy.
  - Periodically work will need to be performed outside of normal working hours, on weekends, and/or in other locations when necessary.
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### **SPECIFIC REQUIREMENTS**

- Excellent knowledge of word processing tools and spreadsheets (MS Office Word, Excel, etc.)
- Basic understanding of relational databases.
- Must be able to read, write and speak the English language.
- Must be able to follow written and oral instructions.
- Must have a positive attitude on a daily basis and work well with diverse populations.
- Ability to maintain strict confidentiality and build professional relationships with staff.

### **PHYSICAL REQUIREMENTS**

- The Data Systems Administrator will do a large part of their work sitting or standing at a computer, and must be able to spend extended periods of time typing and reading at a computer.
- The Administrator may need to lift, push, or pull items up to 25 pounds during their workday.

This job description in no way states or implies that these are the only duties the Data Systems Administrator will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.





# ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Data Systems Administrator**, and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform, or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself, and such termination can be made without notice.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

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