

PRO BONO RESOURCE CENTER OF MARYLAND

Position Description for

Database and Systems Administrator

Job Summary:

Impactful statewide non-profit that engages volunteer and staff legal advocates to offer free legal representation in key critical areas seeks a detail-oriented team player to serve as a Database and Systems Administrator who will facilitate upgrades and changes to the organization's database and other software platforms in coordination with key staff and outside vendors. Under its new strategic plan, the organization will be evaluating the functionality of its current Salesforce database as it relates to case management, data tracking, and grant reporting. The individual in this position will be responsible for coordinating the collection of staff input and feedback on the database, working directly with technology vendors, troubleshooting issues, and disseminating information and training materials to staff related to database updates and changes. The individual in this position would support database functionality and other software coordination for the entire organization.

Primary Responsibilities:

- Solicit feedback from staff to distill challenges experienced with the current database and desired features not currently available as well as functionality that is working well
- Serve as primary coordinator as the organization works to improve Salesforce and/or identify and implement other technology solution(s)
- Work with the organization's current database vendor and any newly engaged technology vendors to communicate needs, troubleshoot issues, test proposed solutions, train team, and ensure completion of requested work in collaboration with relevant staff
- As reporting requirements change in response to new funding sources or updated reports, work with both program staff and the database vendor to ensure compliance
- Establish and/or document database procedures for staff, disseminate updates through announcements, and provide staff training on technology changes
- Ensure data accuracy in CRM and generate metrics and reports
- Support overall software coordination and efficiency for the organization.

Qualifications:

- Strong commitment to helping the community and ensuring equal access to justice.
- 2+ years of experience in nonprofit development or related field (customer service, tech, nonprofit administration, etc.)
- Proficiency in using CRM software (e.g. Salesforce) and project management tools (e.g. Monday.com)
- Strong organizational and time management skills
- Excellent attention to detail and accuracy
- Ability to work independently and as part of a team
- Strong communication and interpersonal skills

The ideal candidate for this role will have a passion for nonprofit work, strong technical skills, and the ability to manage multiple projects simultaneously. They should be detail-oriented, organized, and able to collaborate effectively with team members.

Amenities:

- Competitive salary ranging from 50k-62k per annum depending on experience
- Full time position with excellent benefits package including paid health insurance, disability insurance, and employer-matched 401k plan; paid sick and vacation leave; and paid holidays
- Hybrid in person/remote work; ability to earn comp time; ability to earn comp time

To Apply:

- Interested candidates should send, via email, 1) a cover letter describing interest and qualifications for the position, 2) a resume, and 3) the names and contact information for three professional references to: staffing@probonomd.org with the subject line "Database and Systems Administrator- Last Name, First Name."
- Applications will be accepted on a rolling basis; applicants encouraged to apply promptly.

NOTE All staff and others working on PBRC-related activities must be fully vaccinated or have an approved exemption granted. Proof of Booster: Proof of the booster vaccination (determined by compliance with updated CDC / FDA definition) must be submitted to the Executive Assistant.

PBRC's mission is to champion equitable access to justice for Maryland's marginalized communities by providing legal help, pioneering collaboration with partners, and advocating for economic and social justice.

PBRC is an equal opportunity employer committed to diversity. We encourage all interested persons to apply including applicants of color, people with disabilities, and others historically underrepresented.