

Job Posting Title: Database Administrator (Database Programmer), UCP 5

The Connecticut Small Business Development Center (CTSBDC) is seeking a part-time Financial Assistant 2 (UCP 5) to work 19.25 hours per week. The incumbent will report to the State Director of the CTSBDC and will be responsible for managing the Center's CRM system for mandatory reporting to the U.S. Small Business Administration and providing CRM expertise to CTSBDC staff. The position will be based at the CTSBDC Lead Office in East Hartford, CT, but may require in-state travel to other CTSBDC offices or University campuses in support of program needs. Annual out-of-state travel may also be required for the SBDC annual conference or meeting with the U.S. Small Business Administration. In addition, occasional evening and weekend hours may also be required.

DUTIES AND RESPONSIBILITIES

Include but are not limited to:

- Preparing and organizing business advisor and client data for report submission to the U.S. Small Business Administration (SBA).
- Compiling and checking for accuracy client data and information entered into the CRM system by CTSBDC business advisors; uploading CRM data files to SBA data reporting system on a quarterly basis; compiling data for semi-annual and annual reports for funders.
- Preparing documentation of steps taken and programs written to facilitate analysis of data.
- Creating automated and manually generated reports for performance tracking and trend analysis using data in the CRM system as well as external data.
- Assisting in preparing for, and participating in, yearly program data audits.
- Managing and delivering client surveys through the CRM system and assisting in creating and managing lists for surveys delivered using other methods.
- Training new users and serving as a subject matter expert of the CRM system.
- Creating and closing user accounts and managing access.
- Supervising data entry and other office operations as assigned.
- Developing and maintaining a strong working relationship with the CRM vendor.
- Participates in program activities as assigned.
- Developing reports using Excel, Tableau (or similar product), an PowerPoint under the direction of management.

MINIMUM QUALIFICATIONS

- Bachelor's degree in computing and/or field of study related to the department to be served.
- Experience with use of software packages and/or source-language programs appropriate to the needs of department to be served, in particular, experience with relational databases and interactive systems, e.g., CMS and full-screen editors.
- Experience with, or knowledge of, program activities and subject area sufficient to participate in program activities.

- Ability to work on a variety of projects with a minimum of supervision.
- Demonstrated strong attention to detail, in particular, dedicated to data quality management.
- Demonstrated excellent verbal and written communication skills.
- Demonstrated excellent interpersonal skills, including ability to work effectively with team members and with program clients.
- Sufficient knowledge of subject area to participate in program activities.
- Willingness and ability to work occasional evenings and weekend hours in support of office needs.
- Willingness and ability to travel in-state to other CTSBDC locations or University campuses on occasion in support of Center needs.
- Willingness to travel out-of-state for annual conference and/or meeting with SBA.

PREFERRED QUALIFICATIONS

- Two to three years of CRM data entry and data management.
- Demonstrated experience constructing data reports for management.
- Demonstrated experience with Tableau or similar data visualization software.

APPOINTMENT TERMS

This is a part-time, 12-month, annually renewable position with excellent benefits.

TO APPLY

Please apply online at UConn Jobs at <https://hr.uconn.edu/jobs>, Staff Positions, Search #494304 to submit a **letter of application, resume**, and the names and contact information of **three (3) professional references**.

Employment of the successful candidate is contingent upon the successful completion of a pre-employment criminal background check.

This job posting is scheduled to be removed at 11:55 p.m. Eastern time on February 17, 2020.

All employees are subject to adherence to the State Code of Ethics which may be found at <http://www.ct.gov/ethics/site/default.asp>.

The University of Connecticut is committed to building and supporting a multicultural and diverse community of students, faculty and staff. The diversity of students, faculty and staff continues to increase, as does the number of honors students, valedictorians and salutatorians who consistently make UConn their top choice. More than 100 research centers and institutes serve the University's teaching, research, diversity, and outreach missions, leading to UConn's ranking as one of the nation's top research universities. UConn's faculty and staff are the critical link to fostering and expanding our vibrant, multicultural and diverse University community. As an Affirmative Action/Equal Employment Opportunity employer, UConn

encourages applications from women, veterans, people with disabilities and members of traditionally underrepresented populations.