



IowaCASA Database Support Specialist

Status: Non-Exempt, 24 months

Hours per week: 30 hours per week

Objective: Provide support, training, and technical assistance of state-wide ClientTrack Database during implementation process. Provide on-going training and technical assistance to IowaCASA member programs in concert with other state-wide organizations.

Job Responsibilities:

- Provide technical assistance, training, and in-service education to member programs for ClientTrack database.
- Troubleshoot database related issues for member programs and coalition staff, including but not limited to responding to service ticket requests; resetting of passwords; and correspondence with ClientTrack vendor, Eccovia Solutions.
- Work in conjunction with IowaCASA staff and other state-wide organizations and stakeholders to improve database usability and features.
- Creation of coalition reports from data within ClientTrack system.
- Serve as primary point of contact for state-wide database implementation committee.
- Work with member programs to ensure their technology is compatible with database implementation and usage.
- Training and support of coalition staff related to database usage and relevant system changes.
- Other duties as assigned.

Skill Requirements:

- Database support experience in human services organization required
- Education and work experience equivalency of three years in technology related field
- Ability to grow, learn, lead, follow, organize, vision, and follow through on projects
- Advanced computer and customer service skills
- Ability to work as a team member

Other requirements: Requires extensive statewide travel to provide training to member programs. Occasional overnight travel required. Proof of valid driver's license, acceptable driving record, and auto insurance required; or ability to use alternate transportation. Des Moines-based position.



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Position Reports To: Associate Director

Salary and Benefits: Commensurate with experience. Health, dental, life and disability days per insurance. Flexible hours, paid holidays, paid sick leave (18 days per year) and paid vacation (20 days in first year).

Minimum starting salary \$36,000.

To Apply: Send letter of interest and résumé to kerri@iowacasa.org. Position open until filled by qualified applicant. Priority application date August 15, 2016. Email inquiries only, please.

Additional Information: IowaCASA is a progressive organization, and works towards goals that will improve the well-being of survivors in many aspects of their lives. We actively work on anti-racist initiatives, both in the policy arena, and in our internal policies and decision-making. IowaCASA supports disenfranchised groups, and supports policies and decisions that do not penalize immigrants, undocumented persons, recipients of public assistance, and others who frequently struggle in their daily lives. We support policy initiatives that allow survivors to make their own decisions about their health and reproductive care. And as an organization that supports non-violence and community justice, we oppose the death penalty and support solutions that would decrease the number of poor and people of color in the criminal justice system.

IowaCASA's continuing success depends upon the qualifications of the individuals the agency employs. IowaCASA is an equal opportunity employer. In accordance with state and federal law or local ordinance, the agency will ensure that the following personnel matters will be administered without regard to age, race, creed, color, sex, sexual orientation, gender identity, national origin, religion, or disability.