



Position: Database Administrator

State Job Classification: Database Administrator I

Organization: South Carolina First Steps (SCFS) is both a nonprofit and state agency and is the only dedicated, comprehensive early childhood agency in South Carolina focused on getting children ready for school and life success. Annually, we serve more than 30,000 children. Established by the South Carolina General Assembly in 1999, SC First Steps provides funding and support to a network of 46 local, First Steps partnerships, one in every county. Through the partnerships, First Steps provides evidence-based parenting, literacy, and development programs; training for early childhood educators; child care scholarships; child care quality enhancement; and a slate of other early interventions. Through First Steps 4K, the agency partners with over 200 child care centers to offer free, high-quality, educational Pre-K 4 to more than 2500 children. In addition to developing, funding, and supporting programs and initiatives statewide, South Carolina First Steps coordinates the activities of the South Carolina Early Childhood Advisory Council, a collaborative body representing the state's early childhood system. The Early Childhood Advisory Council works to ensure that South Carolina's children arrive at school ready to reach their highest potential, are healthy and safe, and are actively supported by their families and communities.

The diverse workforce that makes up the 65+ member team at SCFS includes salaried and hourly positions and is governed by a State Board of Trustees. As an organization, we value children, relationships, equity, high quality, and results. Our office is in downtown Columbia, SC. As SCFS is a state-wide organization, some positions are remote, and some require travel.

Team: Research and Strategy

To improve results for children, families, and communities in South Carolina and beyond, the Research and Strategy team at First Steps works collaboratively with partners at all levels to make high quality data accessible and actionable through equitable and inclusive strategic planning, evaluation, and research.

Description

The Database Administrator will be the Super Administrative User of the First Steps' data systems; consults and supports the First Steps team on software/platform purchases, implementation, and troubleshooting; and serves as a liaison between First Steps and data system, software, and platform vendors. This role will work collaboratively across all program areas at First Steps. This role will report to the Director of Research and Strategy and will work in our physical office in downtown Columbia, SC.

Duties

- **USER MANAGEMENT:** Manage role and access levels of all users for ChildPlus, the First Steps' Data Collection System, First Steps' Knowledge, Information, and Teaming System, and other software/platforms. Develop internal support system to assist users working at various levels of the First Steps organization. Obtain, store, and maintain proper documentation from all users to

ensure security and confidentiality. Develop and implement policies and procedures for user management, including employee onboarding and offboarding.

- **USER SUPPORT AND TRAINING:** Serve as a technical resource for users. Make recommendations for technical support documentation methods and procedures. Deliver and/or develop materials for customer/user training, in coordination with vendors. Respond to user requests for support, in coordination with vendors. Ensure rigorous application of information security/information assurance policies, principles, and practices in the delivery of technical support services.
- **SYSTEM MAINTENANCE AND ENHANCEMENT:** Monitor data quality and security reports (e.g., access logs) and document incidents requiring attention from First Steps leadership. Manage editable form templates and other system content, as needed. Provide needed information to the vendor for developing functional specifications when planning and implementing contracted system enhancements. Manage required data sharing agreements and migration or integration requirements with partner agencies/entities.
- **SYSTEM DESIGN AND DEVELOPMENT:** Participate in requirements gathering during the design phase of the First Steps' Knowledge, Information, and Teaming System and other software/platforms, as needed. Participate in user acceptance testing during the development phase of systems. Coordinate system launches and ongoing implementation activities at the state and local level.
- **OTHER DUTIES AS ASSIGNED**

Qualifications

- Preferred: At least 5 years of relevant professional experience.
- Minimum: A high school diploma and work experience in data system design, development, maintenance, and technical support. An associate's or bachelor's degree in a related field may be substituted for the required experience.
- Moderate knowledge of database management systems, concepts, and design methodologies.
- Moderate knowledge of database structures, operating systems, data security, database policy and procedure development, systems integrity and monitoring and auditing activities.
- Ability to prepare and present technical and nontechnical reports in a clear and concise manner with strong written and oral communications skills.
- Ability to establish positive working relationships with technical staff, customers and others involved in database management.
- Must be self-motivated and capable of delivering high quality work with general supervision
- Conceptual "big picture" thinker who is simultaneously able to focus on details necessary to fully implement an approach
- Strong, demonstrable organizational and documentation skills
- Must be trustworthy, hard-working, positive, a team-player, and dedicated to the mission of First Steps

Benefits:

This position is eligible for a variety of benefits from a comprehensive health and dental insurance

program and generous annual and sick leave policies, to a solid and secure retirement system. The State of South Carolina offers a competitive benefits program for state employees.

SC First Steps is an equal opportunity employer.
SC First Steps is a drug-free workplace.

To apply submit visit <https://bit.ly/3q0atyF> and submit your cover letter and resume to Avian Jones at HR@scfirststeps.org