



# PITTSBURGH SYMPHONY ORCHESTRA

## Database Administrator

Reports to: VP & Technology Officer

Status: *Exempt, Full Time*

### Job Purpose

The Database Administrator (DBA) manages enterprise database systems used by the PSO; the primary database is Tessitura. The DBA serve as the Tessitura expert, supports the work of the PSO staff by ensuring accurate, timely, and comprehensive data management through system implementation, systems training, supervision of processes, reporting, and data analysis. This position reports to the VP & Technology Officer.

### Essential Duties and Responsibilities

- Technical lead for Tessitura Database
- Provide first line database technical support for PSO staff
- Primary point of contact and database liaison for PSO users and Pittsburgh Culture Trust
- Monitor/analyze databases identifying inefficiencies, redundancy, and threats to data integrity
- Design and implement solutions to identified issues and threats
- Support data analysis projects for multiple PSO departments
- Create organizational reports as requested
- Support strategies and create procedures for streamlining processes and improving efficiency
- Lead monthly interdepartmental meetings to identify needs, provide updates, and ensure ongoing communication.
- Handle specialized data output requests using SQL queries/procedures and customized SQL Server Reporting Services (SSRS) reports where necessary.
- Perform database audits to identify and troubleshoot errors
- Assist with financial audits and accessing reports
- Assist in generating leads and lists for tele funding, solicitation mailings, benefit fulfillment or acknowledgements.
- Provide regular and ongoing training of staff including new system features, processes, reports, and new user onboarding.
- Implement Tessitura Business Intelligence reporting, by creating and maintaining Analytic dashboards for the organization
- Manage Donate2 and provide Prospect2 support for development and marketing and research ways to use these platforms to reduce staff workload.
- Support Archivist with database management and provide input and assistance with maintenance of data and digital assets.
- Assist with Active Directory management and other network controls.
- All other duties as assigned

### Required Education, Experience and Abilities:

- College degree in Computer Science or related field, or equivalent experience
- 3 years of database administration experience, including working on large-scale databases projects.
- Familiarity with Tessitura a plus.
- Experience with common database applications such as MS Access.
- Excellent project management skills.
- Excellent customer service skills including experience in end user training and support.



# PITTSBURGH SYMPHONY ORCHESTRA

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Pittsburgh Symphony, Inc. recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.

The Pittsburgh Symphony, Inc. provides equal opportunity to all qualified employees and applicants for employment without regard to race, color, religion, sex, gender, pregnancy, sexual orientation, gender identity, genetic information, ancestry, national origin, age, physical or mental disability, marital status, veteran status, or any other class or category protected by local, state, or federal law.

To apply, please send a cover letter and resume to [hr@pittsburghsymphony.org](mailto:hr@pittsburghsymphony.org)