



A Career Opportunity

UNICEF is the world's farthest-reaching humanitarian organization for children. Across 190 countries and territories, and in the world's toughest places, we work day in and day out to help children survive. To defend their rights. To keep them protected, healthy and educated. To give them a fair chance to fulfil their potential. Our work for every child relies entirely on voluntary support, including donations from generous Canadians.

Business Intelligence Database Administrator

(Permanent; Full-time; based in Toronto)

The Business Intelligence Database Administrator maintains Raiser's Edge (RE) to ensure it functions as UNICEF Canada's core Constituent Relationship Management (CRM) system and the source of actionable business intelligence insight.

The responsibilities of the position will include:

Constituent Relationship Management (CRM) data management (30%)

- Data management in RE to support our overall data strategy.
- Maintain data hygiene and the quality of operational data in RE.
- Document and maintain data standards and data-related business rules.
- Follow and champion data management best practices in RE.

Maintaining Raiser's Edge (30%)

- Coordinate the appeal code process to support fundraising and engagement campaigns.
- Apply agreed upon configuration and admin changes in RE.
- Coordinate RE upgrades and patches with IT, Finance and Donor Engagement.
- Follow and champion RE best practices.

User support (20%)

- Provide user support for RE by troubleshooting and resolving issues.
- First level support for users running data imports through Import-o-matic.



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- Coordinate, develop and deliver RE training for all staff.

Delivering data to support fundraising activities (20%)

- Develop and run SQL queries to deliver data extracts to support fundraising activities.
- Follow standards and best practices when developing queries and reports to ensure others can use, understand and troubleshoot all data delivery processes.

The ideal candidate will have:

- A university degree in computer science or related experience.
- A minimum of 2-3 years of relevant experience supporting BlackBaud RE as a CRM.
- Experience providing technical training and assistance to RE users.
- Experience working with and supporting fundraising activities.
- SQL expertise (an asset).
- Accuracy and attention to detail.
- The ability to work independently and under deadlines.
- Excellent problem solving skills.
- Strong interpersonal skills.

Salary range: \$43,500 to \$51,000 per year.

For consideration, please submit your resume and cover letter to careers@unicef.ca by **March 6, 2019**. Please attach your cover letter (including salary expectations) and resume as one document and reference “**Business Intelligence Database Administrator**” clearly in the subject heading.

UNICEF Canada sincerely thanks all applicants for their expressed interest in this opportunity, however, only those selected for an interview will be contacted.

Consistent with our Child Protection Policy, the successful candidate must receive clearance by a police background check, including the vulnerable sector screen.

UNICEF Canada is an inclusive workplace and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the requirements for the position.



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