



JOB DESCRIPTION

Position Title: Insightly CRM Database Administrator	
PAYSCALE: TIER 2	
Key Responsibilities	Brief Description of Duties
<p>Experienced Insightly Database Administrator who can maintain the database by identifying and solving database requirements; supporting users</p>	<ul style="list-style-type: none"> ● Identifies database requirements by interviewing staff members; analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems. ● Insightly CRM Management ● Recommends solutions by defining database physical structure and functional capabilities, database security, data backup, and recovery specifications. ● Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements. ● Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products. ● Prepares users by conducting training; providing information; resolving problems. ● Provides information by answering questions and requests. ● Supports database functions by designing and coding utilities. ● Maintains quality service by establishing and enforcing organization standards. ● Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies. ● Contributes to team effort by accomplishing related results as needed.
<p>Key Qualifications</p>	<ul style="list-style-type: none"> ● Must have at least 1 year Insightly Database Administration/Management experience ● Must be proficient with MS Office Suite (Word, Excel, PowerPoint) ● Proficient with Google Suite (Docs, Sheets, Gmail, Calendar) ● Good spelling, punctuation and grammar ● Excellent English communication skills (written and oral) ● Time management skills required ● Ability to work as part of a collaborative team remotely ● Candidate must be very organized and detail oriented ● Creative problem solver and highly adaptable to client needs ● At least 1 year of college or vocational course required ● Database Performance Tuning ● Database Security ● Promoting Process Improvement ● Problem Solving ● Presenting Technical Information ● Quality Focus ● Database Management ● Data Maintenance ● Operating Systems ● Information Security Policies



<p>Technical Requirements</p>	<ul style="list-style-type: none"> ● Computer Processor is at least Dual Core (for both primary and backup computers) ● Computer Memory/RAM is at least 4GB (for both primary and backup computers) ● Computer Operating System is at least Windows 7 ● Both primary and backup internet connections should be running on a 3Mbps plan or higher with at least a download speed of 2Mbps ● USD headset with noise cancellation feature ● A quiet work environment
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Core Competencies	
Key Competencies	Performance Standards/Results
<p>Effective Communication</p>	<ul style="list-style-type: none"> ● Presents information both clearly and concisely and regularly confirms correct interpretation of information. ● Very high standard of communication skills both written and oral for the presentation of facts and ideas. ● Written communication must be clear, concise, and easy to read and comprehend.
<p>Organization of Work</p>	<ul style="list-style-type: none"> ● Demonstrates the ability to handle several projects simultaneously. ● Implements the key principles of time management, task allocation and priority assignment in addition to personal organisation. ● Continually seek ways to improve the service provided via development of professional skills and personal growth. ● Initiates and responds to suggestions for improving service.



Position Requirements / Selection Criteria
Essential Knowledge, Skills and Abilities
Extensive computer and internet literacy
High Speed Internet Connection
Highly Proficient in English Language
Available to work on US business hours
Long term commitment
Proficiency with advanced Microsoft Office applications including Word, PowerPoint and Excel; and Google suite
Strong knowledge in Insightly and Database Management
Attention to detail and a high level of accuracy in all output
1+ year prior experience in Database Administration role
Must be able to work with minimum supervision
Open to ongoing training

IMPORTANT NOTE:

Check out ["Open Positions"](#) for more details on all Tier 3 positions available.
Fill out ["Join Us" form](#) to start the application process.