



JOB DESCRIPTION

SUMMARY INFORMATION

Job Title: Database Administrator
Reports to: Ticketing & CRM Manager
Location of Job: Flexible nationally
Appointment type: Permanent full-time

Musica Viva's Purpose

Musica Viva exists to create and support a vibrant chamber music sector which is accessible to people of all backgrounds across Australia.

Musica Viva's Mission

An Australia where chamber music thrives and where people of all ages, cultures and communities have access to, and learn to appreciate, the vital role of music in building a stronger, more creative world.

Purpose of position

The Database Administrator is responsible for the day-to-day management and maintenance of the Tessitura CRM database.

Reporting/working relationships

The position reports to the Ticketing & CRM Manager and sits within the marketing team. The position works closely with the Marketing, Development, IT, Finance and Education departments to monitor, guide and support their use of Tessitura.

DUTIES AND RESPONSIBILITIES

1. Manage and maintain the database, Tessitura, to ensure that Musica Viva is maximizing opportunities for its use. This will include:
 - Manage Tessitura upgrades and hotfixes
 - Project-manage database developments
 - Setting up and editing Stored Procedures and Jobs in SSMS
 - Setting up and editing reports in SSRS and Tessitura
 - Create lists and extractions for Development and Marketing campaigns to generate audiences and income
 - Managing customer data to minimize duplicates, import data from third party ticket sellers, and data hygiene
 - Participate in Tessitura user groups to discuss ongoing issues and user requests
 - Documenting all Tessitura procedures
 - Day to day help desk for Tess/RAMP/TNEW issues
 - Working with Tess consulting on any required customisations
 - Keep abreast of changes in Tessitura and research and implement new functionality
 - Actively work to clean up the database including archiving old elements that are no longer in use, deactivating old campaigns and so on and identifying elements to be tidied up
 - Updating System Tables as needed for elements such as attributes, output sets, WordFly Pages linking, educations subsidies, TNEW settings
2. Manage and maintain the business applications that integrate/intersect with Tessitura, including:
 - Manage structural settings for TNEW, Musica Viva's online ticketing platform used for concert subscriptions, single tickets, education bookings and donations

- Work with developers (Bravo) on any projects in the front end marketing website that require Tessitura integration
 - Manage the integration between Wordfly and Tessitura and support marketing and development in using the Pages and SMS features
 - Set up any new integrations as needed
3. Provide Reporting as required
 - Provide any ad hoc reporting as needed for the Marketing, Development, Finance and Education teams
 - Work on Analytics Dashboards for ongoing reports
 - Ensure accuracy of all data and reporting from Tessitura
 - Provide Analytics training to select staff
 4. Work with the Marketing, Development, Education, Box office, IT and finance teams to ensure best practice outcomes using Tessitura
 5. Staff training to ensure all users are skilled in using the Tessitura functions which affect their work
 6. Set up Tessitura and RAMP user logins and Manage Security settings on access
 7. Support Box Office as needed, for example help managing bulk refunds for canceled concerts
 8. Actively contribute to Musica Viva's PCI and data privacy compliance policies to ensure that the company's systems remain compliant with relevant legislation and customer expectation

Organisational Responsibilities:

- Maintain healthy work relationships with volunteers and other staff members.
- Attend meetings as required.
- Contribute to regular and ongoing quality improvement and funder-required accreditation activities.
- Participate in professional and performance development activities and remain up-to-date on current knowledge and skills related to the position.
- Take reasonable care for their own health and safety and for the health and safety of anyone else who may be affected by their acts or omissions at the workplace.
- Hold a valid Working with Children Check. MVA will cover the cost of obtaining or renewing the check.
- Maintain the highest ethical standards, confidentiality and cultural awareness when dealing with others.
- Adhere to workplace policies, procedures and systems, as amended from time to time, in particular those that address workplace health and safety, anti-discrimination, bullying and harassment and privacy.
- Contribute to the overall well-being of the organisation and avoid participation in any activity that might be harmful to the good operation, health, or reputation of the organisation.
- In addition to the duties outlined above, the position holder is also required to perform such other duties as may be directed, provided these are within his/her competency or training from time to time.

COMPETENCIES AND EXPERIENCE OF POSITION HOLDER

Essential Knowledge, Skills, Qualifications & Abilities:

- A minimum of two years' experience in database management or box office/ticketing, preferably Tessitura
- Demonstrated ability to manage day to day CRM/database operations, including database maintenance, user policies and training, and the development of reports, lists and extraction sets for database users across the business
- Knowledge of SQL programming
- Demonstrated analytical skills, particularly around customer databases and CRM in a B2C setting
- Project and time management skills
- Strong interpersonal skills to engage with internal and external stakeholders
- Eye for detail and a demonstrated ability to work under pressure, with accuracy and efficiency

Desirable Knowledge & Skills:

- Tertiary qualifications in information technology or related subject areas
- An interest in the performing arts/music/music education