



June 2012

## **DATABASE ADMINISTRATOR**

### **DEFINITION**

Under general direction, administers and maintains the City's database systems. Implements, monitors and maintains database systems security measures. Assists in the planning, coordination, and implementation of the activities, operations, and duties in support of the City's database systems; installs, configures, and maintains all database systems; implements new systems and upgrades. Provides programming support to departments to customize reports from database. Coordinates assigned activities with other departments and divisions, outside agencies, and vendors; provides highly technical and complex staff assistance to the Information Technology Manager; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Information Technology Manager. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is a single-position class responsible for implementing and maintaining the City's database systems, including backup, security and protocols to insure database integrity and optimum operation. Responsibilities include monitoring and upgrading database systems, programming, and providing technical support to City staff. This class is distinguished from the Geographic Information Systems Coordinator by a higher level of responsibilities and broader scope of required knowledge of all database systems utilized by the City. This class is further distinguished from Information Technology Manager by the latter's full management and supervisory responsibility in planning, organizing, and directing the full scope of operations within the division.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Administers and maintains the City's database systems, including backup, security and protocols to insure database integrity and optimum operation.
- Performs troubleshooting and diagnosis of specific database problems. Implements new database software systems and upgrades; supports technical requirements of database systems for users; identifies, analyzes, and resolves problems.
- Works with vendor representatives to identify and correct causes of database system problems and to perform enhancements; coordinates the work of outside consultants.
- Provides project management and works with other departments or outside agencies to integrate data from multiple database platforms and data providers.

- Provides customized reports from various City databases to meet department needs.
- Develops database scripts.
- Migrates data between database environments (development, test and production).
- Implements, monitors, and maintains database systems security; ensures proper user accessibility; oversees security procedures.
- Defines and implements disaster recovery; ensures information protection and file integrity; oversees backup procedures.
- Monitors the performance of the database system; prepares recommendations for correction of problems and improvement in performance.
- Develops and implements backup policies and procedures; performs system backups.
- Develops, implements, maintains, and enforces policies and procedures for database systems administration.
- Responds to inquiries from other computer support staff and from other departments.
- Identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff and implements improvements; works with City staff to maintain, revise, or improve the overall information technology operation.
- Maintains and compiles an electronic documentation library of user procedures manuals, technical references, training manuals, handbooks and guides; maintains logs, charts, diagrams and testing data.
- Performs help desk duties and other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of information technology database administration, security policies and procedures, backup procedures and information systems pertaining to City departments.
- Database systems analysis and troubleshooting principles and procedures.
- SQL database design, analysis and troubleshooting principles and practices; knowledge of SQL administration and security processes and basic programming and scripting.
- Applicable Federal, State and local laws, codes and regulations.
- Research techniques, methods, and procedures.
- Technical report writing practices and procedures.
- Principles and procedures of record keeping and reporting.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Administer, maintain, upgrade, patch, recover, backup, and analyze complex database systems.
- Troubleshoot and diagnose specific database systems problems.
- Perform programming to create customized reports for department.
- Provide recommendations on database systems and select appropriate equipment.

- Perform complex technical service.
- Perform difficult computer information system database installation and maintenance work.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare and maintain accurate and complete records; clear and concise reports; and write technical documentation.
- Respond to requests and inquiries from end-users.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information technology, or a related field, and five (5) years of responsible database systems experience or related experience. Microsoft SQL and report writing required.

**Licenses and Certifications:**

- Possession of a valid driver's license with satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

## **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.