# Role Description

**Support Staff**

(To be developed by the incumbent in association with their direct manager and endorsed by the Head of Executive Office)

<table>
<thead>
<tr>
<th>Position Title</th>
<th>DATABASE ADMINISTRATOR</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>PRINCIPAL</td>
</tr>
<tr>
<td>Supervises</td>
<td>ICT MANAGER</td>
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<tr>
<td>Date Prepared</td>
<td>November 27, 2017</td>
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</table>

**Role Purpose**

The purpose of this role is to:

Effectively manage College's database systems, ensure these systems meet current and future educational and business objectives of the College. The ICT Database Administrator reports directly to the ICT Manager.

**Accountability 1: DATABASE ADMINISTRATION**

- Manage the College's databases technology to allow secure, efficient and effective access to the College's structured data including:
  - College School Management System PCSchool/Spider,
  - College online ordering and user account system Monitor,
  - Learning Management system SEQTA,
  - Content Management System ATLAS (Elcom)
  - Timetabling package Timetabler,
  - Library system Destiny
  - Helpdesk Inventory/Assets and Ticketing system Kbox.

- Provides databases support and troubleshoots its' accessibility, availability or operability problems.
- Provide timely resolution of any issues for the College databases.
- Escalates/communicates issues when necessary.
- Provide a highly accurate and highly reliable data.
- Actively manage and develop application, integration and configuration of the College SMS and other databases.
- Generate data extraction/queries, SQL tables and reports to provide efficient data exchange.
- Develop, update and maintain existing processes and procedures relating to the database.
- Create Crystal Reports and work with SQL queries in MS Access/MS Excel to assist in the effective delivery of School data in accordance with business needs.
- Assist the Academic office in ensuring the accurate and timely setup, management and completion of all aspects of academic reporting.
- Develop and maintain College databases configuration documentation.
- Develop, present and lead technical and end-user training for teaching and support staff.

### Accountability 2: DATABASE SYSTEMS DEVELOPMENT/PROJECT WORK

- Recommends and implements database solutions in order to meet current and future educational and business objectives of the College.
- Customise existing database systems in order to make them fit for purpose.
- Codes, edits, installs and verifies stored procedures and functions for accessing, maintaining, and populating databases.
- Undertake specific Project Management tasks using high attention to detail, technical excellence and well developed organisational skills.

### Accountability 3: DATABASE SYSTEMS SECURITY

- Implements required security controls designed around data and databases to minimise the risk of unauthorised access, loss, damage or misuse of information.
- Maintains and monitors database security, integrity and access controls.
- Controls privileges and permissions to database users.
- Assures that appropriate information security is applied in all tasks.

### Accountability 4: DATABASE SYSTEMS AVAILABILITY

- Develops, tests, maintains, and exercises procedures for backup, restoration, and disaster recovery for high availability mission critical databases.

### Accountability 5: OTHER

- Share information and knowledge across the ICT team, to determine the needs and improve the delivery of all systems to various users.
- Collaboratively work as part of the wider ICT team.
- Liaise with external support for troubleshooting, testing, upgrades and the ongoing development of the College systems.
- Carry out other duties as appropriate and as directed by the ICT Manager.

### Key Challenges

- Responding in a timely and effective way, including work outside normal hours when required to avoid disruption to services.
- Prioritising the workload for the position, given the diversity of requests and the expectations of the College Community.
- Effective liaison with a broad cross section of people including the College community and external providers.
- Ensuring that there is a single point of truth for all data.
- Advanced communication skills.

## Skills and Qualifications

- Bachelor’s degree in Computer Science or Information Systems, specialised training, certification or equivalent work experience.
- 3-5 years of database administration experience working with various database management systems.
  - Broad understanding of information systems and application and/or Web standards.
- Knowledge of web applications and the role databases play in a web application stack.
- Excellent Data Analysis and Project management skills.
- Superior skills in organisation, analysis and communication (oral and written) including documentation creation.
- Scripting and associated programming skills.
- Experience in school data systems and/or experience in schools is desirable but not essential.
- Proven ability and willingness to learn new skills and gain competence in new technologies.