ROLE DESCRIPTION

Support Staff

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

Position Title	DATABASE ADMINISTRATOR
Reports to	PRINCIPAL
Supervises	ICT MANAGER
Date Prepared	November 27, 2017

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.