



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

**POSITION:** Lead Database Support Technologist

**LOCATION:** Information Technology

**REPORTS TO:** Manager-Systems Development

**GRADE:** CCRIPSA 14

**WORK SCHEDULE:** Non-standard; 35 hours per week; to work occasional evenings and/or weekends

**SUPERVISES:** May exercise supervision over technical and/or support staff

**BASIC FUNCTION:** Plan, install, configure, manage and maintain all database management systems and application software in support of Information Technology campus wide.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Working as a member of a team or individually, plan and manage the installation, upgrades and maintenance of all database management systems and database applications, including but not limited to Oracle, SQL Server and Banner ERP system in multiple environments. (ie; test, training, quality assurance, production, etc.)

Develop and promote database-related standard operating procedures.

Monitor databases to ensure proper storage availability and utilization, suitable response time and good application performance.

Provide overall direction on design, implementation, and maintenance of complex databases with respect to access methods, access time, validation checks, organization, security, documentation, and statistical methods. Review database design and setup to ensure that new databases meet acceptable database standards.

Consult with and advise application Developers and other IT Staff in the use of various middleware and other Applications required for database use. Work with Applications

**Knight Campus**

Development to plan and implement installation and upgrades of vendor supplied database applications.

Generate and/or review statements-of-work for outside resources engaged to perform upgrades and also ensures compliance with vendor license agreements.

Establish, execute and maintain secure procedures for all database backup and recovery and assess the procedures annually.

Plan and implement database fixes, patches and upgrades to ensure database engine is at current, vendor supported software levels.

Resolve database related failures and performance issues, working with System Administrators, Vendors and other IT Staff as required.

Schedule database installations and upgrades and maintain them in accordance with established IT policies and procedures.

Provide consultative technical guidance to colleagues on database issues. Work with System Administrators and other IT Staff to plan and allocate storage and other system resources related to database placement and performance. Assist with space management and capacity planning.

Recommend procedures for and assess database standards, security, and data integrity.

Coordinate server, storage and network requirements with other Information Technology groups.

Stay current with database capabilities and experiment with various configuration options to ensure the best possible database performance.

Additional responsibilities as directed by the Director or CIO consistent with rank and position.

Respond to technical emergencies outside of normal working hours as needed.

Evaluate and recommend database tools designed to access and maintain the databases.

Maintain proficiency in the support, installation, maintenance, and system performance of relational database management systems, database management practices, SQL programming and vendor supplied information systems used within the college.

Keep abreast of technology trends related to Higher Education.

## **LICENSES, TOOLS AND EQUIPMENT:**

Must be proficient in the use of workstations and multiple operating systems on both desktops and servers, which support database platforms, internet/intranet, and programming languages to support the College's databases, technical and application services.

Must have access to and use of own transportation.

## **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

## **QUALIFICATIONS:**

Bachelor's Degree in Computer Science, Management Information Systems or closely related field and a minimum of four years of significant experience with relational database technologies required; **OR** an Associate's Degree and six years of significant experience with relational database technologies (at least three years of this experience must be as a Database Administrator) is required.

A minimum of four years of Oracle database administration and SQL programming experience is preferred.

Demonstrated experience with installation and maintenance of large scale ERP database applications in an Ellucian Banner and/or Higher Education environment is preferred.

A working knowledge of Oracle database architecture, database administration principles and best practices is required.

Demonstrated competency with Solaris Unix or Linux is required.

Demonstrated strong competency in SQL is required.

Demonstrated ability to work effectively and collegially with colleagues on multiple assignments is required.

Demonstrated analytical, organizational and problem-solving skills required.

The ability to communicate effectively (verbally and in writing) using strong interpersonal skills is required.

Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations,

and to communicate this information to others is required.

Demonstrated experience with Oracle DataGuard is preferred.

Demonstrated experience with Oracle RAC is preferred.

**CCRI is an Equal Opportunity / Diversity Employer.**

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.

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