



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Lead Database Support Technologist
POSITION NO.	501709
LOCATION	Warwick Campus
REPORTS TO	Manager of System Operations
GRADE/CBA #	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week; to work occasional evenings and/or weekends
SUPERVISION	Technical and/or support staff
LIMITATION (if applicable)	
REVISION DATE	July 2018

JOB SUMMARY:

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

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 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.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- 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)
- A working knowledge of Oracle database architecture, database administration principles and best practices
- Demonstrated competency with Solaris Unix or Linux
- Demonstrated strong competency in SQL
- Demonstrated ability to work effectively and collegially with colleagues on multiple assignments
- Demonstrated analytical, organizational and problem-solving skills
- The ability to communicate effectively (verbally and in writing) using strong interpersonal skills
- Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate this information to others

PREFERRED 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
- A minimum of four years of Oracle database administration and SQL programming experience
- Demonstrated experience with installation and maintenance of large-scale ERP database applications in an Ellucian Banner and/or Higher Education environment
- Demonstrated experience with Oracle Data Guard
- Demonstrated experience with Oracle RAC

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.