SAINT MARY'S UNIVERSITY

Position Description

TITLE: Database Administrator

Dept and/or Faculty   Enterprise Information Technology (EIT)
Position #:   100352, 101552, 102921
Salary Scale: NSGEU, Group 10

Summary of Duties

Under the supervision of the Assistant Director, IT Application, the Database Administrator is the technical expert in the maintenance, day-today operational support and monitoring of the underlying database and application environments associated with various enterprise level systems used within Saint Mary's, both in person and virtually. The Database Administrator performs continuous reviews and process improvement. This position will also perform project related duties.

Work Performed

1. Day-to-day Technical Support for Database/Application Environments
35%

- Maintains a sound working knowledge of databases and applications by online research, attending conferences, reviewing technical specifications, etc.

- Collaborates with EIT and Functional teams to successfully resolve issues associated with various database and applications environments.

- Resolves database issues; troubleshoots recurrent, complex system problems not handled by standard methods.

- Assists EIT and Functional staff with database and associated applications questions and requests for information including those recorded within the Team Dynamics (TD) ticketing environment.

- Ensures issues and resolutions are recorded within the TD ticketing system as per EIT processes and procedures.

2. Monitoring and Maintenance of Database/Application Environments 35%

- Monitors database availability, capacity and performance; identifies immediate (non-routine) problems and takes corrective action as appropriate to ensure continued service, and optimizes database related application performance.

- Implements, tunes, maintains and troubleshoots database and application servers.

- Follows EIT Change Management processes; performs regular patching and upgrades of database and application server software.

- Works closely with EIT and Functional staff to implement operational and systems changes.

- Designs, implements, administers and documents procedures and tools to maintain a high availability, capacity, optimal performance and successful backup and recovery databases and application services.

3. New Technologies 10%

- Conducts research on new technology products for database and application server management and evaluates and recommends products for implementation.

- Conducts requirements analysis, design, and development of assigned projects.

- As assigned, provides advices and guidance to EIT Managers, Functional teams regarding database server and software.

- Installs/configures new products including upgraded modules and patches.

- Assists in the implementation and changes of system architectures.

- Performs analyses of current systems in light of available packages; recommends changes resulting from these analyses to EIT Management

- Recommends changes to systems, processes or procedures to solve difficult problems To EIT Managers and Functional Teams.

4. Projects 20%

- Conducts requirements analysis, design and development for assigned projects.

- Develops and recommends a project plan under the supervision of EIT management.

- Reports regularly on assigned projects (oral/written); anticipates problems in the projects, develops alternatives and recommends solutions

- Critiques plans, designs and proposals from external vendors as they relate to the Saint Mary's University database and server architecture.

5. Performs other related duties as assigned.

Qualifications Required

- Combination of university and technical courses, equivalent to two years' post-high school education.
- Current technology knowledge.
- Minimum three (3) years' directly related experience.
- Oracle experience, an asset.
- ITIL Certificate, an asset.

Approvals

Incumbent   _____   Supervisor   _____

Date   _____   Date   _____

Dept. Head   _____   Human Resources   _____

Date   _____   Date   _____