Utilities Commission, City of New Smyrna Beach
Job Specifications

Database Administrator (DBA)
Revised 5/2017

Department:	Information Technology	**Pay Grade:**	31
Reports To:	IT Manager	**Status:**	Non-Union / Exempt

Job Summary

The Database Administrator is the Key Application Specialist for all software systems and within this role analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system processing by utilizing SQL, SRS, Microsoft Great Plains, Smart List Builder, SharePoint, Cogsdale, MS Office Applications and associated technical software. Additionally, this position works directly with the U.C.'s CSM vendor (Cogsdale) to resolve system issues and maintains and upgrades Microsoft Great Plains General Ledger Platform, which is critical to the financial reporting integrity of the U.C., and develops and maintains new software application systems for departments as requested and advises and assists users in operational procedures.

Essential Duties and Responsibilities

Include the following and other duties as assigned:

Administers the U.C.'s central database to ensure its confidentiality, integrity, and availability; corrects database system failures by analyzing causes, developing and implementing solutions, and monitors corrective actions, and is the first line of communication with our software vendors, including our VAR, for resolution of inconsistencies in production processing.

Facilitates entire development lifecycle including analysis, design, testing, and implementation; responsible for custom application design and development, database administration, custom report creation, third party application customization and maintenance, and end-user training, to include design, development, and implementation of web-based technologies using applications, such as Web Services, ASP.net, Javascript, XML, and CSS.

Performs complex technical and analytical work in conjunction with the systems planning, analysis, design, development, programming, and implementation of information processing systems using both voice and data communications in wide area and local area networks.

Designs and develops statistical reporting for internal and external customers; performs data extraction, imports functions, and is responsible for administration of MS-SQL; programs and scripts from own design; oversees the technical design, development, and maintenance of databases and master files; and provides technical advice and support to users in the use of the database

Develops SQL jobs and SSIS packages; designs, implements, and maintains internal database relationships and views for easy access to data; creates various databases, routines, tables, reports, and files as requested and runs queries on database to search for specific information and locate data entry errors

Plans and coordinates with other departments to streamline daily/repetitive processes in order to provide cost effective and time saving solutions and to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports.

Modifies applications and programs in the appropriate programming language and implements system changes and solutions for existing applications; develops program logic and processing steps; uses various program languages, as required, to code programs using structured programming techniques

Monitors industry trends and developments and investigates means for improving systems and staff efficiency and effectiveness; confers with technical resources, manufacturers, and vendors; reviews and evaluates vendor supplied documentation and modifies or creates additional documentation or instructions as necessary for application systems users; assists users in implementing new or modified programs and applications.

Prepares training material and trains others in the use of application systems and programs and methods of extracting and compiling data, where applicable; defines test schedule and tests data requirements; defines computer controls and input/output specifications.

Researches and recommends the purchase of existing software as appropriate; communicates with software/hardware vendors to expedite orders and to resolve operational problems.

Provides system security; sets up users on server/system; monitors certain user functions, as assigned; performs computer backups; reboots server as needed; restores files as needed

Prepares and/or processes monthly status reports, backup/restore logs, daily contact records, maintenance records, various other forms, reports, memos, correspondence, etc.

Competencies
To perform the job successfully, an individual should demonstrate the following competencies:

Leadership
Exhibits behaviors consistent with and conforming to organizational culture; fosters collaboration; understands the most effective and efficient way to accomplish tasks within the parameters of organizational hierarchy, processes, systems, and policies.

Communication
Must possess the ability to effectively exchange information with personnel, as well as Independent Contractors, Consultants, and Vendors; provides clear, concise information to others in verbal, written, electronic, and other communication formats for public and organizational consumption; listens actively and empathetically to the views of others; delivers critical information; seeks further information to clarify ambiguity; provides constructive feedback effectively; ensures effective communication throughout the organization; provides thoughtful feedback in appropriate situations; provides proactive communications; demonstrates an understanding of the audience's perspective; treats constructive feedback as a developmental opportunity; welcomes the opportunity to discuss competing points of view; helps others consider new perspectives; leads effective and efficient meetings; utilizes communication technology.

Ethical Practice
Must possess the ability to integrate core values, integrity, and accountability throughout all organizational and business practices; maintains confidentiality; acts with personal, professional, and behavioral integrity; shows consistency between espoused and enacted values; acknowledges mistakes; recognizes personal bias and others' tendency toward bias, and takes measures to mitigate the influence of bias in business decisions; maintains appropriate levels of transparency in organizational practices.

Judgment
Must possess good judgment, being able to selectively weigh competing priorities, using overall importance to the enterprise as the deterministic factor. Must possess the ability to determine when it is appropriate and necessary to escalate problems to the appropriate contracted vendor; ensure confidentiality with sensitive subject matter and information; and work independently and exercise good judgment at all times.

Analytical
Synthesizes complex or diverse information; collects and researches data. Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics of data, people, or things.

Design
Demonstrates attention to detail. Requires the ability to design programs and scripts.

Problem Solving
Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions. Requires the ability to adapt to change quickly and think 'outside the box.'

Quality Management
Demonstrates accuracy and thoroughness.

Cost Consciousness
Works within approved budget; analyzes work to identify opportunities to streamline and reduce costs and/or schedule; and provides best total cost solution for problems.

Professionalism
Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments. Must be able to develop positive intra-company relationships with Directors, Managers, Supervisors and other personnel with the intent to provide excellence of service.

Knowledge, Skills, and Abilities
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Language Skills
Ability to read, analyze, and interpret documents, such as technical procedures, safety rules, operating and maintenance instructions, and procedure manuals. Ability to prepare technical reports and diagrams, various business forms and reports, business correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Ability to effectively present information and respond to questions from groups of managers, customers, and employees of the U.C.

<u>**Reasoning Ability**</u>
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form from Director or other relevant professionals.

<u>**Computer Skills**</u>
Must have in-depth knowledge of and possess the ability to use the systems and products this position supports. This includes proficient knowledge of MS-SQL, Web Services, ASP.net, Javascript, XML, CSS, MS Great Plains, and Cogsdale.

<u>**Mathematical Skills**</u>
Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals, and to determine time.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. Driving is required.

Education and Experience
This position requires the following education and experience:

High School diploma/ GED *required*. Bachelor's degree (B.A.) in computer science *preferred*. A minimum of six years of experience in computer system design, programming, and project management *required*. A minimum of five years working as a Database Administrator *required*. A minimum of five years working with MS Dynamics GP *preferred*.

Other Qualifications

Florida Driver's License Class E *required*. Ability to work flexible hours, as required.