Database Administrator

Job Summary

The Database Administrator establishes the database design and maintains the integrity of the database. This involves providing on site system support and generating reports for management.

Job level: Entry Level

Competencies

Database Administration (Level 4)

Applying methods, practices and policies to the design and management of databases.

Applies the competency in new or complex situations and advises others.

- Recommends strategies for the integration of new technologies and standards within the corporate network.
- Solves unusual database problems or problems with a significant impact on the business.
- Liaises with database designers to make recommendations on changes to existing databases to improve performance and responsiveness.
- Leads the development and/or reviews the testing scenarios used to certify database systems.
- Develops standards and procedures for implementing new database technology.
- Provides guidance to others on database management and the existing designs of databases.

Infrastructure (Level 3)

Supporting the enterprise computing infrastructure (e.g., enterprise servers, client server, storage devices and systems, hardware and software) in the provision, management, storage, operation, scheduling, support and maintenance of the infrastructure.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Describes how a specific infrastructure component integrates with other enterprise elements.
- Uses performance data collection tools and techniques to mitigate down-time and improve performance.
- Manages a specific infrastructure component, including hardware/software/firmware installation, patching, and updating.
- Solves routine problems, documenting new problems and their solution for future reference.
- Uses appropriate diagnostic tools to solve complex problems.
- Executes standards without supervision, suggesting modifications to these standards.

IT Support Troubleshooting (Level 4)

Identifying system problems and determining the solutions needed to address them.

Applies the competency in new or complex situations and advises others.

- Selects best solution among a selection of possible scenario, refining the solution as required.
- Recommends corrective action and process modifications as appropriate.
- Evaluates the effectiveness and efficiency of solutions after they have been implemented in order to improve the efficacy of future troubleshooting.
- Provides corrective steps to follow for complex cross-platform issues.
- Implements established troubleshooting, documentation and client support procedures.

Database Design (Level 2)

Designing and maintaining databases to support optimal storage and access of data.

Applies the competency in common situations that present limited difficulties, working with a moderate level of guidance.

- Assists in requirements analysis, collecting input from stakeholders in specific domains.
- Develops simple elements of a physical database design with guidance.
- Follows standard guidelines to install databases.

Fostering Communication (Level 2)

Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.

Fosters two-way communication

- Recalls others' main points, taking them into account in own communication.
- Checks own understanding of others' communication (e.g., paraphrases, asks questions).
- Elicits comments or feedback on what has been said.
- Maintains continuous, open and consistent communication with others.

Achievement Orientation (Level 2)

Focusing efforts on achieving high quality results consistent with the organization's standards.

Exceeds standards

- Defines ambitious and realistic, personal goals and standards.
- Evaluates personal progress against standards to identify ways to improve.
- Undertakes challenging work to ensure the delivery of optimal results.
- Adjusts actions to meet and exceed expectations.
- Tries new ways to get things done, while taking steps to reduce the risks.

Managing Resources (Level 2)

Planning, allocating, and mobilizing resources (human, physical, information and financial resources) to achieve organizational goals.

Monitors the use of resources

- Identifies resourcing needs to effectively support current initiatives, services and offerings.
- Communicates expectations and objectives of resource usage, providing ongoing feedback, and addressing issues.
- Considers the workload, commitments and priorities of individuals when setting expectations and assigning work.
- Monitors and ensures the efficient and appropriate use of resources.

Problem Solving (Level 3)

Identifying problems and the solutions to them.

Solves standard problems

- Identifies standard problems based on a range of factors, most of which are clear.
- Identifies alternate solutions, considering applicable precedents.
- Identifies optimal solutions based on weighing the advantages and disadvantages of alternative approaches.
- Evaluates the effectiveness and efficiency of solutions after implementation.

Responsibilities

Database

- Provide support and maintenance for enterprise database servers
- Maintain the health, performance, and integrity of the database systems
- Participate in the development and maintenance of database standards
- Perform and manage system and database backups
- Generate database-related reports for management
- Develop and oversee database policies and procedures
- Maintain adequate database software licensing
- Create and maintain database support documentation
- Monitor database activities and resource utilization
- Provide technical support for transaction processing, data access, performance tuning, and database recovery

Knowledge Areas

- Apache Cassandra (Basic)
- Linux (Basic)
- Microsoft SQL Relational Database Management System (MSSQL DBMS) (Basic)
- My Structured Query Language (MySQL) (Basic)
- Oracle Database (Basic)
- Perl (Basic)
- SQL Server (Basic)
- Microsoft SQL Server Reporting Services (SSRS) (Basic)
- Microsoft SQL Server Integration Services (SSIS) (Basic)
- Sybase Products (Basic)
- Microsoft Windows (Basic)