

DATABASE ADMINISTRATOR

DEFINITION

Under general supervision, performs high-level database and application management and planning to ensure reliability, resilience and expandability to meet current and future business needs and organizational goals. The Database Administrator actively participates and collaborates with Housing operations by providing leadership and vision for maximizing the organization's investment in its core, foundational housing workflow product. The responsibilities include leading and facilitating technical and functional operations for Section 8 technology, software/application and associated interfaces. This position will own Section 8 database security in compliance with SCCHA policy, provide physical and virtual model recommendations and manage escalation support for Section 8 technology products.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant Director of Information Technology and Facilities. Provides technical direction and guidance to lower level classifications.

CLASS CHARACTERISTICS

This is a journey-level which receives general supervision from Assistant Director of Information Technology and Facilities and provides technical direction and guidance to lower level classifications. The Database Administrator coordinates with Information Technology staff, Elite Project Manager, and Housing Department staff to plan, organize, and accomplish high-level technical tasks, projects and has technical and programmatic aspects requiring interpretation and application of policies and procedures pertaining to Section 8 processes and technology. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of database and application management. This position is distinguished from the Database Analyst by the authority to assemble project teams, the discretion to prioritize problems and facilitate resolutions, and provide leadership and guidance to others, and have subject matter expertise in high-level visioning and coordinating of viable solutions for Section 8 technology.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provide expert insight and planning of database and application infrastructure with SCCHA Information Technology; integration of data and application functionality with other specialized applications; monitoring and administration of overall Section 8 system technical operations to ensure enterprise-level redundancy, availability, reliability, and security.
- Develops database program and project scope, descriptions, and implementation plans; assesses feasibility of program and project implementation and impact to Agency programs, operations, and services; consults with Agency staff, management, and outside agencies; develops recommendations for operational, policy, and/or procedural changes; participates in program and project implementation and monitoring of activities.
- Leadership in ensuring high-quality reporting and data analysis platforms are available to SCCHA operations; identifying and proactively planning for opportunities to expand reporting and data services.
- Skill in analyzing existing roadblocks and inefficiencies in software functionality; strong ability to develop thorough strategies to address gaps in software usage and collaborate with SCCHA staff to implement collaborative solutions.
- Ability to verbally assist Information Technology staff as needed in installation, evaluation, configuration, operation, troubleshooting, maintenance, upgrade, and migration of computer hardware, software, servers, networks, and other technologies and equipment.
- Facilitate and lead design and process improvement sessions to identify business and user needs; maintain current understanding of trends and innovations; research, evaluate, and recommend modifications, enhancements, and technologies; maintain, revise, or improve operations and systems based on independent evaluation and user feedback.
- Establish and maintain Section 8 technical operations that meet the business's Recovery Point Objectives (RPO).
- Availability to provide leadership, facilitation, and technical assistance after-hours and on-call as needed by SCCHA.

- Excellence in effective, professional collaboration with staff, consultants, and vendors: maintain results-driven relationships with vendors in a way that highlights professionalism and accountability.
- Partners with SCCHA staff to ensure data security by preparing comprehensive access and control standards, policies and procedures pertaining to database operations and security; auditing user permissions with SCCHA staff on a regular basis to ensure compliance and alignment with functional need.
- Facilitates health checks on databases and servers; actively participates in management of disaster recovery and backup processes and schedules.
- Responds to software users' inquiries and complaints and escalates problems or issues to internal SCCHA staff and vendor representatives as needed.
- Performs various tasks related to, and is responsible for, high-level aspects of Section 8 data management, development and design, configuration, evaluations, and coordinates project activities with other information technology staff, user representatives, and outside vendors.
- Prepares clear, concise documentation of system parameters and functions; conducts formal and informal discussions on the use and operation of Section 8 software and advises on best practices.
- Reviews and reports on technology industry trends and innovations applicable to Section 8 operations; proactively evaluates vendor solutions and technologies; provides written documentation and verbal presentations on potential solutions and innovations.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

Bachelor's degree from an accredited four-year college or university with major coursework in information systems, computer science, or a related field; five (5) years of progressively responsible experience in database and application administration.

Preferred: Understanding of public housing operations; experience with Emphasys Elite or substantially similar housing software.

Licenses and Certifications:

Microsoft Certified Database Administrator or equivalent; recurring annual data security certification.

Knowledge of:

- High-level administration and implementation practices of core data management principles including database design, data warehousing, ETL techniques, security, business continuity and disaster recovery.
- Current industry standards and practices in providing Business Intelligence/Analytics data platforms to end users such as Power BI and comparable enterprise data warehouse products.
- Various information technology platforms, operating systems, and software packages including word processing, spreadsheet, SQL database and database management, and reporting tools.
- Effective task/process leadership and ownership principals and methods.
- Concepts and practices of implementing Quality Assurance and compliance standards.
- Principles of technology platform business usage evaluation and optimization practices.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record-keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.
- Planning and migration of databases and applications to cloud services (AWS, Microsoft Azure).

Ability to:

- Effectively lead teams and groups through skills in leadership, communication and accountability, especially where teams and groups are not direct reports.
- Design, plan, and implement high-level database management concepts that maximize resource utilization, reduce latency, improve data delivery option to end-users, and align with business continuity and disaster recovery goals.
- Demonstrate effective use and application of project management principles and task-ownership; ability to coach and mentor others in project principles and task-ownership through encouragement and positive guidance as needed.
- Identify workflow design and business process improvements for housing-related technology platforms; lead group discussions on technology improvements and incorporate user feedback into system designs.
- Maintain positive and professional working relationships with staff, vendors, customers, and general public.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Must have or be able to obtain and retain recurring annual data security certification.
- Clearly communicate project structure and task delegation in a professional and effective manner; build and maintain project and task documentation that is actionable, concise, and well-researched.
- Exercise skill in providing technical explanations for end users when needed; provide concise interpretation and explanation of solutions when presenting information to staff; demonstrate high-level process-ownership and management of work order requests, inquiries, and complaints by a variety of effective communication methods and technology tools.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.