



# IDSM Database Administration

<b>Job Family:</b> IDSM Database Administration <b>Department:</b> Various <b>Function:</b> Cross-functional <b>Reports to (Job Title):</b> Various	<b>Effective Date of Job Profile:</b> <b>Last Updated:</b> 3/29/11
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<b>Job Family Summary</b>	Manage existing databases and/or develops and sets up new databases. Ensure periodic database routines are completed per business requirements and failures are resolved within service level parameters. Create queries to fulfill adhoc data requests and reoccurring reports. Ensure data transferred between business information systems are timely and meet requirements. Represent the organization in IT business meetings to ensure organizational business requirement are met.		
<b>Major Responsibilities</b>	Responsibilities typically include: <ul style="list-style-type: none"> <li>• Provide database design, consultation, implementation and analysis.</li> <li>• Manage database access, ensure database availability and databases perform according to agreed upon response time and availability requirements.</li> <li>• Provide technical consulting and create adhoc queries supporting data requests.</li> <li>• Maintain databases, procedural documentation and train backups.</li> <li>• Monitor day-to-day activities of systems and applications, network, interfaces and resources.</li> <li>• Assist in Disaster Recovery plans and procedures.</li> <li>• Coordinate system changes; monitor and track minimum acceptance criteria.</li> <li>• Assist with software and hardware upgrades.</li> <li>• Identify areas in database administration to improve or gain efficiencies.</li> <li>• May manage projects or participate on project teams.</li> <li>• Troubleshoot unexpected events and assist in resolution.</li> <li>• Assist with software, hardware and system wide upgrades.</li> </ul>		
<b>Job Title</b>	Cust Care Database Administrator, Associate	Cust Care Database Administrator	Cust Care Database Administrator, Senior
<b>Position Title</b>	Database Administrator, Associate	Database Administrator	Database Administrator, Senior
<b>PGE Job Level</b>	Associate	Career	Senior
<b>SAP Job Code</b>	50419544	50419545	50422889
<b>FLSA Status</b>	Exempt	Exempt	Exempt
<b>Job Responsibilities</b>	<ul style="list-style-type: none"> <li>• Works on structured or routine assignments of limited scope and complexity</li> <li>• Uses established processes and practices to complete work assignments within established parameters</li> <li>• Manages and monitors existing databases.</li> <li>• Identifies common/basic system improvements to reduce risk and create efficiencies</li> <li>• Install and test upgrades and patches as directed</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates full understanding of fundamental technical/professional concepts</li> <li>• Completes assignments of moderate scope and complexity</li> <li>• Selects methods, approaches and tactics to resolve problems and obtain solutions</li> <li>• Manages monitors and modifies existing databases</li> <li>• Identifies system improvements to reduce risk and create efficiencies and develops solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates advanced knowledge in technical/professional concepts</li> <li>• Solves moderate to complex problems and takes a new perspective on existing solutions</li> <li>• Works independently with limited guidance</li> <li>• Manages, monitors, modifies existing databases and creates new databases</li> <li>• Actively researches database issues, causes, proposing solutions and implements agreed</li> </ul>



## IDSM Database Administration

	<ul style="list-style-type: none"> <li>• Monitor systems and platforms for availability</li> <li>• Communicates issues identified to Supervisors in a timely manner</li> <li>• Analyze and sustain capacity and performance requirements</li> <li>• Run existing database queries.</li> <li>• Manage daily database data transfer routines</li> <li>• Run existing report queries and publish report and/or data files</li> <li>• Assists in the month-end reporting process in relation to organizational results</li> <li>• Supports team members on various tasks and handles special projects as assigned</li> </ul>	<ul style="list-style-type: none"> <li>• Actively researches database issues and identify causes.</li> <li>• Takes customer business requirements and translates into basic queries or database formats</li> <li>• Build database scheme, tables, procedures and permissions.</li> <li>• Set up data sharing</li> <li>• Identifies process improvements to reduce risk and create database efficiencies Assists in the implementation of new or changes to databases</li> <li>• Restore and recover corrupted databases</li> <li>• Develop database utilities and automated reporting</li> <li>• Analyze and sustain capacity and performance requirements</li> <li>• Create and run basic database queries</li> <li>• Assists in preparation of monthly analysis of results and creates adhoc queries as to refine analysis</li> <li>• May participate on project teams</li> </ul>	<p>upon solutions</p> <ul style="list-style-type: none"> <li>• Takes customer business requirements and translates into advance queries, database formats and automates</li> <li>• Identifies database related process improvements and develops solutions and implements</li> <li>• Interprets business requirements for managers/stakeholders and recommends database solutions</li> <li>• Evaluate and recommend new database technologies</li> <li>• Restore and recover corrupted databases</li> <li>• Design and document database architecture. Data Modeling.</li> <li>• Create shell scripts for task automation</li> <li>• Create, test and execute data management languages</li> <li>• Analyze, consolidate and tune database for optimal efficiency</li> <li>• Create, run and automate complex database queries</li> <li>• May manage projects or initiatives</li> </ul>
<b>Supervisory Responsibility</b>	No supervisory responsibility	No supervisory responsibility	No supervisory responsibility. May coach and mentor other database analysts.
<b>Education</b>	Bachelor's degree in computer science, information technology or related field or equivalent work experience	Bachelor's degree in computer science, information technology or related field or equivalent work experience	Bachelor's degree in computer science, information technology or related field or equivalent work experience
<b>License/Certification</b>	NA	NA	NA
<b>Experience</b>	Prior experience in database management experience preferred; technical skills in database, query and report management	Typically 3+ years experience or equivalent Required: 2 years recent relevant Database management experience; Technical skills in database, query and report development and management	Typically 6+ years experience or equivalent Required: 4 years recent relevant Database management experience; technical skills in database, query and report development and management; prior database related project management experience desired
<b>Knowledge, Skills, Abilities Minimum</b>	<ul style="list-style-type: none"> <li>• Ability to work in team environment</li> <li>• Ability to assess and recommend solutions for routine projects</li> </ul>	In addition to those for Associate, Career requires: <ul style="list-style-type: none"> <li>• Technical knowledge of Database and query development</li> </ul>	In addition to those for Career, Senior requires: <ul style="list-style-type: none"> <li>• Ability to assess and recommend solutions for moderate to complex projects</li> </ul>



## IDSM Database Administration

	<ul style="list-style-type: none"> <li>• Possesses general technical knowledge</li> <li>• Ability to communicate in written and verbal form</li> <li>• Database creation knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Research and issue resolution skills</li> <li>• Ability to assess and recommend solutions for assigned projects</li> <li>• Ability to prioritize, plan, perform and communicate activities both in written and verbal form</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to prioritize, plan and communicate activities and findings in written and verbal form</li> <li>• Able to present analysis and findings in a cohesive, understandable and actionable format to department management</li> <li>• Understands programs, policy and operations to advise on business on meaning of data, results</li> </ul>
<b>Working Conditions</b>	Office environment. Limited travel may be required.		
<b>Supplemental Information</b>	N/A		

Technical Competencies	Technical Competency Descriptions	Proficiency Level*		
		Associate	Career	Senior
<b>Written Communication</b>	Writes clearly and succinctly in a variety of communications settings and styles; delivered messages have the desired effect		Novice	Proficient
<b>Oral Communication</b>	Clearly articulates his/her points in conversations with individuals at a variety of levels, is able to read verbal and non-verbal clues and adjust his/her approach as necessary; speaks clearly; is articulate		Novice	Proficient
<b>Analysis</b>	Secures relevant information and identifies key issues and relationships from a base of information; relates and compares data from different sources; identifies relationships	Novice	Proficient	Advanced
<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with reasonable and effective solutions; conducts appropriate research and solicits input from peers; can identify other or related problems; looks beyond the obvious and doesn't stop at the first answers	Novice	Proficient	Advanced
<b>Client Focus</b>	Ability to build relationships with clients and customers, managing the relationship and expectations	Novice	Proficient	Proficient
<b>Organizational Savvy</b>	Can maneuver through complex organizational situations effectively and without disruption; is sensitive to how people and organizations function; anticipates where the obstacles are and plans his/her approach accordingly. Aligns and maneuvers organizational resources skillfully to solve problems or accomplish goals.		Novice	Proficient

**\*Proficiency Levels**

**Novice:** Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

**Proficient:** Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

**Advanced:** Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

**Master:** Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.