

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: DBA/SYSTEMS ADMINISTRATOR**

#### **BASIC FUNCTION:**

Under the direction of the Supervisor of Systems and Programming, serves as a technical expert related to area of assignment; serves as the District's primary source for information, consultation and recommendations on all matters related to the implementation, maintenance, configuration, and administration of District's Enterprise Resource Planning (ERP) systems.

The DBA/Systems Administrator will be responsible for managing the District's ERP systems to meet the needs of the users, managers and outside agencies/vendors and will serve as a technical resource on ERP systems including operating systems, databases, application software, and related systems, and will work on problems or projects of diverse scope and maximum complexity where analysis of situations or data requires in-depth evaluation of multiple factors.

#### **REPRESENTATIVE DUTIES:**

Coordinate and administer the District's Enterprise Resource Planning (ERP) system (Colleague by Datatel); troubleshoot, resolve, and respond to user problems, issues, and requests; implement, maintain, and configure system enhancements and software fixes. *E*

Configure and maintain ERP operating systems; design and administer ERP databases; troubleshoot network configurations and connectivity; maintain and administer servers; analyze, troubleshoot, and modify application code. *E*

Meet with managers, users, and consultants to identify "best practices"; recommend business process changes. *E*

Manage and coordinate the development, test and production environments of the District's ERP system and software to include Colleague, Unidata and AIX. *E*

Plan for and support the processing of all upgrades, patches, and major releases for the District's ERP system and software including Colleague, Unidata and AIX. *E*

Coordinate administration and operation of ERP systems with outside vendors; serve as liaison between users, managers, CSS staff, consultants, and vendors. *E*

As assigned, serve as project manager in the evaluation, selection, installation and integration of ERP systems and technologies; develop proposals using cost/benefit analyses; design project and resource plans and schedules; provide written reports and presentations on project status; ensure project complies with Agency standards and conventions. *E*

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology and network administration. *E*

Coordinate with other CSS staff as necessary on the support of the District's ERP system and software including Colleague, Unidata and AIX. *E*

Develop and maintain documentation on current and planned releases for the District's ERP system and software including Colleague, Unidata and AIX. *E*

Work with management to design, configure, and implement performance analysis and system tuning reports as required. *E*

## **DBA/Systems Administrator - Continued**

Perform related duties and responsibilities as required.

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

Operational characteristics, services and functions of enterprise information systems, specifically Colleague by Datatel.

Operational characteristics, services and functions of Unidata/Universe/PICK.

Operational characteristics, services and functions of AIX and other UNIX operating systems.

Operational characteristics, services and functions of SQL, SUN Webserver and WebAdvisor.

Operations, services and activities of a comprehensive information systems program across multiple operating platforms.

Principles and practices of enterprise system design, development, analysis, testing and security administration.

Methods and techniques of evaluating business requirements and developing information systems solutions.

Principles and practices of project management.

Principles and practices of system software and hardware installation and troubleshooting.

Functional structure of various operating system components, including system control programs and data access methods

Methods and techniques of data security, integrity, backup and recovery processes.

Methods and techniques of developing technical manuals and instructional materials.

Principles and practices of budget preparation and administration.

Pertinent Federal, State and local laws, codes and regulations.

Oral and written communication skills.

#### **ABILITY TO:**

Demonstrate a positive customer service orientation with both District staff and external clients.

Understand user profiles, database security, report writers and user-defined code tables.

Understand and perform the technical skills necessary for the configuration and maintenance of the District's ERP system.

Interact and maintain good relationships with vendors to report and track application software issues.

Direct and coordinate technical operations and services in assigned systems area.

Serve as technical advisor in ERP and related systems.

Analyze procedures and data to develop logical solutions to complex systems problems.

Recommend, evaluate, design, develop, test and install operating and ERP systems, applications and supporting hardware and software.

Analyze and resolve technical problems using logical and methodical processes.

Prepare clear and concise technical reports and documentation.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze and evaluate new service delivery methods.

Use professional and/or technical concepts to perform assigned duties and solve problems.

Prepare clear, concise and comprehensive reports and written materials.

Manage multiple tasks and re-prioritize as needed.

Plan and organize work to meet changing priorities and deadlines.

Analyze and synthesize information in a concise manner and make recommendations to resolve issues.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations as required.

## **DBA/Systems Administrator - Continued**

Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the program area.

Work cooperatively with other departments, District officials, and outside agencies.

Work effectively under pressure, meet deadlines, and adjust to changing priorities.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, or a related field; and five years of increasingly responsible with information technology experience involving the administration of enterprise (ERP) systems including specific experience with Colleague by Datatel.

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

Office environment.

Occasional fieldwork may be required.

Extended hours may be required including evenings and weekends.

#### **PHYSICAL ABILITIES:**

Sitting or standing for prolonged periods of time.

Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.

Travel to other locations using various modes of private and commercial transportation.

Hearing and speaking to exchange information on the telephone or in person.

Seeing to read and verify data and prepare various materials.

#### **HAZARDS:**

Extended periods of time viewing computer monitor.

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*Johnson & Associates*