<div align="center">**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**</div>

CLASS TITLE: DBA/SYSTEMS ADMINISTRATOR

SUMMARY DESCRIPTION

The DBA/Systems Administrator 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 the District's Enterprise Resource Planning (ERP) systems. This position reports to the Director of Institutional Technology.

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
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

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

2.   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

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

4.   Manage and coordinate the development, test and production environments of the District's ERP systems and software to include Colleague and SQL. E

5.   Troubleshoot and solve complex data exchange issues between the College District Enterprise Resource Planning system and other data systems. E

6.   Work closely with networking personnel to ensure proper hardware and operating system setups and configurations for system upgrades and implementations on supported systems. E

7.   Provide technical support to programmers, analysts, operators and end users. E

8.   Plan for and support the processing of all upgrades, patches, and major releases for the District's ERP systems and software including Colleague and SQL. E

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

10.   Configure, coordinate, maintain and administer the District's data warehouse (BusinessObjects) to include both transactional and analytical data sets and write reports as necessary.

11.   As assigned, serve as project coordinator 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 standards and conventions. E

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

13.   Develop and maintain documentation on current and planned releases for the District's ERP systems and software including Colleague, SQL. E

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

15.   Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Operational characteristics, services and functions of enterprise information systems, specifically Colleague.
Operational characteristics, services and functions of SQL Server.
Relational database design, implementation and optimization, especially T-SQL and Microsoft SQL Server.
Operational characteristics, services and functions of Windows operating systems.
Operational characteristics, services and functions of [S]FTP, Tomcat and SharePoint.
Operational characteristics, services and functions of SQL Server Reporting Services (SSRS), BusinessObjects, Crystal Reports, or similar.
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.
Principles and practices of maintenance plans, scheduled tasks, optimization, and efficiencies.
Principles and practices of symmetric and asymmetric encryption (PGP or OpenPGP), hashing and certificates.
Principles and practices of web development (HTML5, CSS3, Javascript, C#, PHP or similar), or current versions/standards.
Principles and practices of data sharing between systems (APIs, RESTful services, JSON, XML, or similar).
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.

Ability to:
Demonstrate positive customer service with both District staff and external clients.
Understand user profiles, database security and report writers.
Understand and perform the technical skills necessary for the configuration and maintenance of the District's ERP systems.
Interact and maintain good relationships with vendors to report and track application software issues and ongoing projects.
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 system problems.
Recommend, evaluate, design, develop, test and install operating and ERP systems, applications and supporting software.
Analyze and resolve technical problems using logical and methodical processes.
Prepare clear, concise and comprehensive technical reports, documentation and other written materials.
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.

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 and challenges.

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.

Effectively represent the District to outside individuals and agencies.

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.

Ability to clearly and concisely communicate with many different constituency groups of varying technical knowledge.

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

Provide technical support to other IT staff members, District employees, or other customers as needed.

EDUCATION AND EXPERIENCE

Any combination equivalent to: a Bachelor's degree with major course work in computer science, information technology, or a related field **AND** five (5) years of increasingly responsible professional information technology involving the administration of enterprise (ERP) systems and databases, including specific experience with Colleague (highly desired).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office, food service, or retail setting with frequent interruptions and distractions; moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals; work outside of normal business hours may be required in order to meet deadlines and to attend meetings in the evening or on weekends; travel may be required.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and retail setting; visit various District and meeting sites; to sit for prolonged periods of time; to occasionally stand, walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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Johnson & Associates

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