

ENTERPRISE SYSTEMS DATABASE ADMINISTRATOR

DEFINITION

Under direction, performs a variety of specialized duties in the operation, development, maintenance, and analysis of assigned financial enterprise (ERP) system database, servers, and backup solutions to meet the needs of the San Mateo County Office of Education (Office), and its districts and charter schools; ensures security and reliability of stored data and smooth running of databases and systems by identifying requirements and resolving computer processing problems; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification in the Enterprise Systems series is responsible for independently performing duties in support of the operation, development, maintenance, and analysis of Office's enterprise financial systems. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Provides technical support to Office staff, County school districts, and charter school financial enterprise (ERP) system technology users; makes necessary alterations and assures proper functioning of ERP system and databases; researches production problems and implements corrective actions; troubleshoots, diagnoses, and resolves various system malfunctions.
- Establishes and maintains ERP system user accounts; provides disaster recovery support and restores user files as necessary.
- Provides for the effective and efficient storage, retrieval, customization and archiving of computerized data; troubleshoots and resolves database problems; ensures data integrity; facilitates the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Maintains ERP database performance by calculating optimum values for database parameters; ensures proper system security and archival procedures; runs anti-virus programs and installs and updates security applications, firewalls and patches as needed.
- Monitors available ERP system disk space; moves and resizes files as necessary to provide for program running, ensure database integrity and enhance system performance; prepares backup data files in accordance with established procedures as required.
- Programs, develops, modifies, and analyzes ERP system, database and related applications to meet

Office needs, resolves data problems and provides for system enhancements as required; designs, codes, tests and implements new databases and system applications as required.

- Writes code and database queries to generate reports and files to meet Office and district user needs; provides programming support for data integration projects.
- Provides technical support to computer programming and operations staff; coordinates with networking staff concerning data security and firewall issues.
- Communicates with technology users and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in ERP systems database management; evaluates and recommends new technologies for effectiveness in meeting the business requirements and objectives of technology users.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree in computer science or related field.

Experience:

- Five (5) years of increasingly responsible experience in the operation, development, analysis, modification and maintenance of computer database systems.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles, practices, procedures and methods involved in the operation, development, analysis, modification, maintenance and repair of computer database systems.
- Database structures, on-line applications and system capabilities of computer systems.
- Principles, practices and techniques of database structures, system enhancements and computer programming.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Principles, practices and methods of database structures, computer programming and system design.
- Database system utilities and design and program applications.
- Principles and practices of data processing as applied to automation of office procedures.
- Record retrieval and storage systems.

- Cybersecurity, disaster recovery and business continuity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Program, develop, modify and analyze assigned computer systems, databases and applications to meet Office needs, resolve data problems and provide for system enhancements as required.
- Troubleshoot, diagnose and resolve various system malfunctions.
- Ensure proper functioning of assigned systems and databases.
- Modify database systems to enhance system performance and presentation of data.
- Install, update and maintain operating systems and software.
- Implement necessary alterations to enhance and assure proper functioning of assigned databases.
- Perform a variety of database administration activities.
- Analyze situations accurately and adopt an effective course of action.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.