



**RHODE ISLAND COLLEGE
JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 9/22/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: No
Campus Security Authority: No

Title: Senior Database Support Technologist
Department: Management Information Services
Status: Full-time, continuing position (may involve evenings, weekend and/or holiday work as required)
Grade: 12
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports To: Director, Management Information Services

PRIMARY PURPOSE:

Install, configure, and maintain databases and support application product software in support of College information technology College-wide. Assist in the development and implementation of policies and procedures for ensuring the security and integrity of the College's databases. May have project and related supervisory responsibilities.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Work independently and function as a technical resource when required.
- Install, maintain, and upgrade the College databases and applications. Update databases and applications by applying fixes and patches on a regular basis.
- Maintain database, application, and Web server standards; maintain system security, and data integrity.
- Manage all database and server environments (e.g., database instances of production, test, quality assurance, demo, and development).
- Assist in the development and maintenance of reporting databases and its related systems.
- Perform backup and restore procedures for all databases and regularly monitor and tune databases for optimal performance.
- Schedule maintenance jobs and troubleshoot problems on database servers, Web servers and application servers.
- Participate in the evaluation of database and application software.
- Coordinate database, application and Web server/storage maintenance, and support with other information technology and end-user units of the College.
- Establish, review programs and maintain documentations.
- Verify application documentations developed by project team to ensure compliance with specifications and standards.
- Maintain proficiency in programming, systems analysis and project control tools and techniques used to develop administrative systems.
- Maintain proficiency in the support, installation, maintenance, and system performance of College databases and applications.
- Assist in continuing professional development and the mentoring of junior staff.

- Perform duties and responsibilities of a Database Support Technologist.
- Assist in providing consistent efforts to improve processes and procedures and the efficient use of IS resources.
- Work with the campus community, vendors, and IS professionals to achieve College objectives.
- Provide related administrative functions and help desk support, as required.
- Provide on call remote or on-campus support for any job-related issues, as required.
- Work occasional evenings, weekends and/or holidays, as required.

Occasional Job Functions:

Perform other duties as assigned by the Director.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree.

Experience:

- A minimum of four years of experience in managing relational databases.
- Experience in SQL and at least one programming language.
- Experience in system administration and working with Windows system platform.

Skills, Knowledge, and Abilities:

- Competence in Microsoft Windows system platform.
- Competence in database server administration.
- Competence in application system administration.
- Knowledge of Microsoft SQL Server.
- Competence in SQL and in at least one programming language.
- Understanding of relational database design and competence in data backup and restore.
- Project management skills and ability to work with other professional staff.
- Ability to interpret institutional policies, plans, objectives, rules and regulations and communicate the interpretation to subordinates and others.
- Ability to communicate effectively (verbally and in writing) and possess strong interpersonal skills.
- Strong analytical and problem-solving skills.

PREFERRED:

- Bachelor's in CS or CIS.
- Experience using any relational database.
- Database administration experience in Microsoft SQL Server or in Oracle.
- Administration experience in PeopleSoft.
- Experience in administrating other servers (application and/or Web).

- Programming experience in PeopleSoft, HTML, Java script, Java and/or any other Web development tools.
- Experience in other system platforms.

ENVIRONMENTAL CONDITIONS:

This position requires occasional lifting, moving, and or installation of moderately heavy equipment (such as computers), wiring, and other related information technology components.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.