

# Mid America Computer Corporation

## Job Description

Job Title: Database Administrator

Department: Technology Services

Division: MACC

Reports To: Technology Services Manager

Exempt/Non-Exempt: Exempt

Full-time/Part-time: Full-time

Revised Date: 05/07/2021

Job Grade: 409

### **JOB SUMMARY**

*Paragraph describing the overall reason the job exists*

Responsible for the installation, configuration, and administration of MACC's Microsoft SQL servers and databases. Use programming and administration skills to monitor performance and security issues with company and customer databases.

### **KEY RESPONSIBILITIES**

*List key responsibilities directly related to the Job Summary*

#### % of Time

- A. 50% Selection, installation, implementation, maintenance and security of Database Systems software and third party utility software. Identify and evaluate trends in database systems.
- B. 40% Provide technical database management expertise to support MACC production and support databases, MACC customer databases and provide telephone support.
- C. 10% Perform additional special projects as requested.

### **JOB DUTIES**

*Beginning with Key Responsibility A, list specific duties which support each key responsibility*

Duty #      Key Resp

#### Job Duty

1.      A      Selection, installation, implementation and maintenance of the Database Systems software and third party utility software. This would include software and systems to monitor storage capacity, security and integrity, backup and recovery, concurrency control, performance tuning, database administration tools, hardware, vendor training and support, available third-party tools, and cost evaluations.

2. A Maintain data security, privacy and integrity of all data located in the Database Systems software. This is accomplished through proper user access management, view definition, application and utility access control, and usage monitoring.
3. A Maintain proper database backup and recovery.
4. A Manage and monitor data distribution and use. Identify data redundancy and recommend design changes to project teams.
5. A Maintain knowledge of industry standards and best practices by attending educational workshops; reviewing professional publications; participating in professional societies.
6. B Train and support application programmers, technical, testing and software support staff with database and third party software packages.
7. B Ensure that work is consistent with accepted database configuration standards and philosophies previously developed.
8. B Restore imported customer databases as required to allow troubleshooting of customer issues or development of custom reports.
9. B Maintain databases at appropriate versions to support the needs of software support, software testing and development. Ensure systems remain updated and secure with routine security patches and service pack updates.
10. B Provide technical expertise to support external customer Database Systems software and support for installation of MACC software applications running on Database Systems platforms. Support includes both internal support for MACC production and support databases and telephone support for external customers.
11. B Prepare packages for distribution to Sales, Trainers, Client Relations Managers and others to provide current versions of MACC software and databases for demonstrations.
12. C Other duties as assigned

### **PERSONAL QUALITIES**

*Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.*

- Ability to communicate effectively through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.
- Ability to demonstrate a "can do" attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential sales opportunities and customer retention.

## **QUALIFICATIONS**

*Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities*

### **Required:**

- Bachelor's Degree in Computer Science or related field, or equivalent experience
- 5 years of experience with administration and support of Microsoft SQL Server 2012 and greater
- Strong knowledge of relational database management systems and structured query language (SQL)
- Ability to communicate with associates and customers in a professional and courteous manner
- Strong verbal, written, and organizational skills.

### **Preferred:**

- Experience with administration and support of multiple Microsoft SQL versions and features/functionality
- Experience with SQL running in virtual environments
- Experience with Windows Desktop OS versions 7, 8, 10
- Experience with Windows Server OS versions 2008, 2012, 2016

## **PHYSICAL REQUIREMENTS**

*List the essential functions necessary to perform job duties*

- Regular, reliable attendance.
- Ability to work a minimum of 40 hours per week plus additional hours as needed
- Ability to physically be on-site to work at the MACC office facilities.
- Ability to accommodate a daily work schedule to established start times.
- Ability to work at a computer at least 95% of the time.
- Ability to demonstrate manual dexterity to effectively utilize a computer keyboard.
- Ability to visually view information on a computer monitor.
- Ability to work and communicate with customers and associates in a professional and courteous manner through verbal and written communications.
- Ability to listen to business and/or technical requirements of internal and external customers to meet business needs.
- Ability to work in a team environment exhibiting a positive and professional attitude.
- Ability to work as a leader, team player or work independently to reach a goal.
- Effectively communicate in a positive and professional manner through written and verbal communications in all interfaces with customers/public, fellow MACC employees, and vendors that provide products or services to MACC.

## **REPORTING RELATIONSHIPS**

*List job titles and number of incumbents which report directly to this job*

None