



## DATABASE ADMINISTRATOR

Department	Information Technology
FLSA Status	Exempt
Reports To	IT Director
Supervises	N/A

### **DISTINGUISHING CHARACTERISTICS:**

The principal function of an employee in this class is to design, install and maintain databases residing on the NORCOM network; including ensuring security, quality and integrity of all data resources and planning data & application migration and integration. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with assigned supervisors, supported agencies, employees, vendors, and the general public. The principal duties of this class are performed in a general office environment.

### **POSITION CLASSIFICATION:**

Employees within this class are distinguished from other Technical Staff by performance of a broader range of duties as assigned, including multiple tasks and complex work. Employees at this level receive general instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of NORCOM technology team. May provide technical leadership to less experienced members of staff.

## **ESSENTIAL FUNCTIONS:**

1. Supports multiple emergency services databases that run agency business applications internally and externally to NORCOM and its customers.
2. Maintaining and administering current and future versions of Database Management Systems used by NORCOM.
3. Utilize SQL-based tools to build queries, stored procedures, views, and other functions to enable users to sort data and generate reports in both electronic and printed formats.
4. Design, build, maintain and publish reports required for NORCOM and agency operations using products such as Active Reports, Crystal Reports and Microsoft Reporting Services.
5. Design, build, maintain and publish data extracts required for NORCOM operations.
6. Coordinate with users, software vendors, and NORCOM staff to troubleshoot software and hardware problems and implement new versions or features.
7. Utilize expertise in databases and associated infrastructure to resolve user application and data problems; provide end-user support, documentation, and training as required.
8. Make recommendations, develop processes, and implement other procedures that will guarantee data quality and integrity.
9. Assist with developing and maintaining audit standards, security standards and access control on database servers.
10. Assist in the design and development of databases; may act as the technical lead for database-driven projects; acts as a resource to other NORCOM customers for database-driven applications.
11. Conduct system level, unit, and interface testing of applications and upgrades and assist end users with acceptance level testing; maintain a continuing liaison with users to ensure implementation and maintenance of systems.
12. Audit, modify, and amend data in systems using SQL commands, hand-editing, bulk import/export, or applications level conversions and integrations.
13. Assist with coordinating the data cleansing, data mapping, and data conversion efforts for NORCOM software systems including coding queries and scripts to move data between disparate systems.
14. Review technical designs, reports, documentation, manuals, help files and instructions, and other materials produced by staff; edit content throughout the development process.
15. Schedule and perform database server updates and backups using server management tools or back up software; configure and monitor database transaction replication, database mirroring and log shipping on database servers at local and remote sites.
16. Analyze database server performance and resource usage and make recommendations or implement other mechanisms that will improve performance, reliability, security and availability.
17. Assesses and develops long-term strategic goals for production databases in conjunction with data owners and department managers.
18. Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
19. Work with application development staff to develop database architectures, development lifecycles, coding standards, and quality assurance policies and procedures.
20. Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts. Perform other related duties as assigned including attending meetings.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Strong understanding of database structures, theories, principles, and practices.
- Working technical experience with designing, building, installing, configuring, and supporting multiple databases and technology including; MS SQL Server, C-Tree, pau Oracle, MySQL, T-SQL, PL/SQL, XML, XSLT, XML schemas.
- VMware including VCenter, Microsoft Power shell, Data modeling techniques.
- Source code version control (Team Foundation Server or others), Active Directory and SQL Server authentication, SQL Server security, database backup and recovery methods.
- Database normalization forms and entity diagrams.
- Experience with Microsoft Failover Clustering and other high-availability solutions.
- Experience with data processing flow chart and schema techniques.
- Project management experience.
- Strong understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Excellent written and oral communication skills.
- Strong technical documentation skills.
- Good interpersonal skills.
- Ability to conduct research into database issues, standards, and products as required.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute multiple tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Reliable, dependable and able to report to and remain at assigned work location on a consistent and punctual basis.
- Willing to transition to more specialized work and focus on specific technologies as NORCOM further develops, implements and decommissions various technologies.
- Consistently demonstrate independent judgment and discretion to support and ensure uninterrupted performance of systems and services to sustain operation of the emergency communications center and the systems that NORCOM hosts for its Participating agencies.
- Consistently and routinely comply with industry best practice, policy and procedure.

## **EDUCATION AND EXPERIENCE**

### Minimum Qualifications

- A Bachelor's Degree in computer science, information systems or a closely related field and four (4) years' experience in the fields of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, network analysis and/or management or similar field in a multi-platform information systems environment;
- Four years of relevant full-time experience. Or any combination of education and experience adding up to a total of at least four years.

### Desirable Qualifications

- Technology experience in the public safety discipline.
- Knowledge of specific CAD (computer-aided dispatch) application(s).
- Programming experience: C, C++, C#, Visual, Java, mobile API development.

## **TRAINING, LICENSES AND CERTIFICATION**

- Requires valid Washington State Driver's License, good driving record and insurance coverage specified by NORCOM.
- MCSA SQL Server Certification
- MCSE: Data Management and Analytics Certification

## **INTERPERSONAL CONTACTS**

- Contacts are made both inside and outside the NORCOM organization.
- Internal organization contacts frequently include the Technology Manager and Operations Manager, Communications Center Supervisors and Dispatchers. Administrative Staff and Managers have less frequent contact.
- External organization contacts include NORCOM participants, other emergency communications centers, members of government agencies, NORCOM's technology suppliers, and prospective suppliers.
- Interactions tend to focus on technical information exchange and the receiving and giving of fault information, system performance and operation, suggestions, solutions, advice and information.
- ±50% of interactions are via the telephone, radio or e-mail. ±50% of interactions are face-to-face conversations.

## **WORK ENVIRONMENT**

Work is performed in an emergency communications center. Work is typically done in office space, in electronic equipment and datacenter server rooms. The nature of emergency communications center operations requires that employees are available in all weather conditions and at all times.

## **WORK SCHEDULE**

NORCOM is a continuous operation. The IT department is responsible for ensuring uninterrupted operation and will be required to work whatever schedule is necessary to minimize service degradation and provide maximum functionality. Actual schedule for each member of team will be assigned and adjusted based on activities and NORCOM's operating requirements. People who are assigned on-call responsibilities must be able to be reliably notified by telephone.

On-call duties and duration will rotate among IT staff. Rotation schedule will be established by NORCOM management, based on NORCOM's needs and operating practices.

## **PHYSICAL DEMANDS**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person, and to provide training to staff on software application and hardware operation;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose problems with computer hardware or software, and to develop effective solutions;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment with sufficient strength to lift and carry objects up to 50 lbs. for varying distances;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting.
- Sufficient body strength, flexibility, and balance to perform installation and maintenance functions, which require climbing and working on ladders and stairs

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

**NOTE: A criminal background check through law enforcement agencies, including a fingerprint search, will be conducted on all successful candidates prior to being appointed to the position.**