Systems and Database Manager	**Class Code: 1424**
	Work Days: 225

GENERAL PURPOSE

Manage, plan, organize, and supervise operating systems, servers, storage, and databases within the Information Technology Division; assess requirements, plan, design, install, upgrade, create policies; manage and support OCDE servers, storage devices, operating systems, and databases; coordinate assigned activities with other divisions and outside agencies; and provide highly responsible and complex staff assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level management staff.

2. Exercises direct supervision over management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.

2. Manage, plan, organize, and supervise systems and database services within the Information Technology Division.

3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels.

4. Review, investigate, and evaluate new technologies for current and future needs; ensure that all technologies comply with OCDE standards and strategic direction.

5. Resolve system and database problems through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.

6. Contact vendors for solutions, technical reference, and/or services required for systems expansion and maintenance.

7. Keep up-to-date on technologies, and methodologies, and attend training classes as necessary.

8. Provide detailed design and specification documentation for all systems and databases.

ESSENTIAL FUNCTION STATEMENTS (cont.):

9. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.

10. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.

11. Plan, prioritize, assign, and review the work of staff responsible for providing Information Technology services; prepare work schedules for appropriate staff.

12. Evaluate existing systems to determine effectiveness and suggest changes to meet organizational requirements.

13. Maintain and upgrade all Storage Area Networks to include installation, configuration, upgrades, and performance monitoring.

14. Prepare, oversee, and coordinate database designs.

15. Install and configure servers to meet functional specifications.

16. Provide enterprise support for all operating systems such as windows and UNIX.

17. Administer and maintain an enterprise wide backup solution of systems and databases.

18. Resolve issues and restore service following system failures and outages.

19. Perform ongoing hardware, databases, and software maintenance operations and upgrades.

20. Develop and maintain database standards and naming conventions.

21. Verify stability, interoperability, portability, security, or scalability of system architecture.

22. Install, research, test, and verify proper functioning of software patches and fixes.

23. Generate documentation for staff and training.

24. Create and enforce database standards and procedures.

25. Create and enforce security standards.

26. Must demonstrate attendance sufficient to complete the duties of the position as required.

27. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles and practices of application architecture, security and analysis

2. Methods and techniques used to design, develop, test, and deploy applications

3. Methods and techniques of evaluating requirements and developing information systems solutions

4. Project management and reporting

Knowledge of (cont.):

5. Principles and practices of programming languages, development operations, tooling and related technology

6. Methods and techniques of developing application technical manuals and documentation

7. Application development best practices

8. C#

9. ASP.NET (WebForms and MVC)

10. Microsoft .NET Framework

11. Visual Studio .NET Development Environments

12. Structured Query Language (SQL)

13. Microsoft SQL Server 2008 and above

14. SQL Server Integration Services (SSIS)

15. Database design and development

16. JavaScript (and JavaScript frameworks)

17. Hyper Text Markup Language (HTML)

18. Cascading Style Sheets (CSS)

19. Reporting tools such as Crystal Reports or SQL Server Reporting Services (SSRS)

20. OCDE business applications and processes

21. Principles and practices of program administration

22. Principles and practices of budget preparation and administration

23. Principles of supervision, training, and performance evaluation

24. Pertinent federal, state, and local laws, codes, and regulations

Ability and Skill to:

1. Provide project oversight and support; manage multiple projects and requests

2. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.

3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

4. Interpret and apply federal, state, and local laws, codes, and regulations

5. Learn core business concepts and understand how to implement changes and its impact to the application and related business units.

6. Establish and maintain effective working relationships with various constituencies.

7. Prepare clear and concise correspondence, reports, and other written materials.

Ability and Skill to (cont.):

8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

9. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work in a computer related field and three (3) years of recent extensive experience in the areas of design, development, testing, debugging and deployment of applications using Microsoft .NET and SQL Server. This experience should have been performed at a senior level and within the last two years.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and/or move up to 50 pounds; and lift up to 75 pounds with assistance from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.

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