



Monmouth

COLLEGE

DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION

POSITION TITLE:	DATABASE ADMINISTRATOR
PERSONNEL CLASSIFICATION:	ADMINISTRATIVE STAFF, FULL-TIME (12 MONTHS) - EXEMPT
DEPARTMENT:	INFORMATION SERVICES
POSITION SUPERVISOR:	CHIEF INFORMATION OFFICER
DEPARTMENT HEAD:	CHIEF INFORMATION OFFICER

SUMMARY: The Database Administrator is responsible for maintaining the college's institutional databases and ensuring that campus stakeholders have appropriate access to accurate information in formats required to carry out their work. This position also serves as the technical lead for administering the college's enterprise resource planning (ERP) system—Ellucian Colleague—and related data systems. This position participates in or oversees a variety of analytical and technical assignments that provide for problem diagnosis and solutions documentation, implementation, administration, support, and maintenance of a variety of hardware, software, and network products in an information technology infrastructure environment.

ESSENTIAL DUTIES & RESPONSIBILITIES: May include, but are not necessarily limited to the following:

- Maintain Ellucian Colleague and associated systems (i.e. Self-Service, Portal, Payment Gateway):
 - Schedule maintenance windows and communicate them in advance to appropriate parties
 - Install product and operating system updates
 - Maintain server environments that meet operating system and hardware requirements
 - Regularly create and refresh non-production environments for development
 - Proactively create and implement project plans for major system changes
- Create and maintain a library of SQL reports for campus stakeholders (Microsoft SQL Server Reporting Services):
 - Communicate with users to determine client needs, applicable solutions, and reasonable delivery timelines
 - Work with IS staff and clients to verify validity of data output

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- Continually work to optimize reports for speed and accuracy
- Oversee users' security access for Colleague and reporting systems
- Analyze and troubleshoot problems with data reports, the ERP, and integrated systems
- Assist in maintaining third-party integrations with Colleague (e.g. TargetX CRM)
- Support data backup services
- Support the Chief Information Officer in maintaining servers and administrative systems
- Assist in disaster recovery planning
- Provide complete and accurate documentation for internal use and for end users
- Train end users and troubleshoot as needed
- Perform other duties as assigned

QUALIFICATIONS

Knowledge and Skills

- Solid understanding of database concepts, security, backup/restoration, stored procedures, and views
- Familiarity with data reporting tools (e.g. Microsoft SQL Server Reporting Services)
- Well organized and detail-oriented, with the ability to work independently and to handle multiple priorities to meet deadlines
- Familiarity with Microsoft Visual Studio
- Proficiency with SQL
- Knowledge of backup systems
- Strong communication skills, including the ability to convey highly technical concepts to a wide range of internal contacts and to deal effectively with external contractors
- Commitment to data security and the protection of sensitive information with demonstrated knowledge of applicable data use and sharing safeguards

Education and Experience

- Bachelor's Degree in Computer Science (or related technical field) or equivalent industry experience
- 5+ years of experience programming in SQL
- 1-3+ years of experience supporting an enterprise ERP/SIS/CRM; prior experience with Ellucian Colleague is desirable
- Experience administering Windows Server platforms, including IIS
- Experience using version control systems in a team environment

WORK RELATIONSHIPS: Reports to the Chief Information Officer and works directly with other members of Information Services. Daily contact with students, staff, faculty, and other members of the campus community. Periodic contact with alumni and special guests.

GENERAL EXPECTATIONS OF POSITION: Regular attendance on the job is an essential

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function of the position. Maintain regular and timely work hours as assigned by immediate supervisor and approved by Personnel Office. Work additional hours as necessary to successfully carry out all position responsibilities and to achieve the position's goals and expectations. Work weekends and evenings as necessary. Conduct is expected to be professional and courteous. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College.

ADDITIONS, AMENDMENTS, AND DELETIONS: The whole or any portion of this Description may be added to, amended, or deleted at any time by the position supervisor(s), Director of Personnel, Vice President or President. In addition, modifications may be made to reasonably accommodate individuals with qualified disabilities.

DISTRIBUTION: Copies of this document will be provided to both the employee and position supervisor(s). An additional copy will be maintained in the employee's personnel file.