MINISTRY OF EDUCATION & YOUTH
CENTRAL MINISTRY
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Database Administrator
JOB GRADE:	(MIS/IT4)
POST NUMBER:	
DIVISION:	Information and Communication Technology (ICT)
SECTION/UNIT	Data Management Services
REPORTS TO:	Manager, Data Management Services
MANAGES:	N/A

Job Purpose

Under the general supervision of the Manager, Data Management Services the Database Administrator is responsible for maintaining the Ministry's, Regions and Agencies database system and provide information, support and training to users of the system.

Key Outputs:

- Data compiled and entered into the Ministry's databases
- Data stored securely and optimally
- Data imported/exported to/from databases
- Database reports generated and dispatched
- Database information verified for accuracy and consistency
- Databases cleaned and backed-up
- Database access and permission levels changed as directed
- Database user and system issues investigated and resolved
- User training materials prepared
- Reports on activities prepared

Key Responsibility Areas:

Technical / Professional Responsibilities

- Compiles and inputs data from various stakeholders/staff into the Ministry's databases;

- Imports data to and exports data from the Ministry's databases as required;

- Generates and dispatches requested database reports and other documents to various Division/Branch/Sections within the Ministry;

- Checks and verifies that information within databases is up-to-date and accurate, through liaison with relevant users;

- Cleans up the databases at intervals, by removing/correcting duplications, inconsistencies and unwanted data;

- Performs regular back-ups of the database system;

- Changes database access and permission levels as directed;

- Troubleshoots and resolves problems related to the database system as they arise; refers complex problems to the Manager Data Management Services for resolution;

- Provides technical assistance and support in regards to the database system;

- Prepares materials for user training as required;

- Participates in meetings with other departments aimed at establishing processes for data updates or other needs.

Administrative Responsibilities

- Makes recommendations to the Manager Data Management Services on improvements in the processes/functions within the Section in order to enhance efficiency.

- Prepares reports on activities at required intervals.

Other

- Performs other related functions assigned from time to time by the Manager Data Management Services.

Performance Standards:

- Data entry is done accurately and is completed within established deadlines;
- The correct information is imported/exported to and from databases and such activities are completed in a timely manner;
- Generated database reports meet user requirements and are dispatched on time;
- Database information is properly checked for errors and currency;
- Clean up and back-up of the databases are thorough and are completed within the set deadlines;
- Changes to database access and permission levels are done within the required time;
- Database system issues are properly resolved in a timely manner
- User issues are resolved in a prompt and courteous manner
- Training materials are prepared in accordance with set specifications and deadlines
- High customer service standards are maintained
- Reports on activities are prepared in an accurate and timely manner

Internal and External Contacts (specify purpose of significant contacts):

Contacts within the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Database System Users throughout the Ministry	Providing user support/assistance services

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Information Technology Professionals	Providing/obtaining information in regards to database issues
Local and International IT Consultants	Liaising in regards to database management services provided to the Ministry
Software Vendors	Resolving issues with database software
E-Gov Agency	Collaboration on data management matters

Required Competencies:
Core

- Excellent customer service skills
- Strong analytical and problem solving skills and good judgement exercised
- Strong interpersonal skills

- Good oral and written communication skills

- Ability to demonstrate a high level of initiative, professionalism and confidentiality

- Ability to work as part of a team

- Ability to manage multiple tasks simultaneously and achieve under tight deadlines

- Ability to troubleshoot common hardware and software problems.

- Attention to details

Technical

- Good knowledge of relational database design, optimization, and troubleshooting

- Sound knowledge of rational databases

- Sound knowledge of Microsoft SQL Server and/or MySQL database

- Sound knowledge of Microsoft Windows and Office products

- Sound knowledge of data extraction, reporting and analysis tools.

- Sound knowledge of established database management standards and procedures

- Good knowledge of relational database design, optimization, and troubleshooting

- Good knowledge of Internet technologies including HTML, PHP, ASP, etc.,

- Good knowledge of the Jamaican education system

Minimum Required Education and Experience

- Bachelor's Degree in Information Technology or Computer Science or equivalent qualifications

- Professional certification in relevant information technology areas from a recognized institution

- Two (2) years' experience in database administration

Authority To:

- recommend solutions to reduce/prevent database errors

Specific Conditions Associated with the Job

- Required to travel to Regional Offices and various entities within the education sector island wide

- Required to possess a valid Driver's Licence and a reliable motor vehicle