



MINISTRY OF EDUCATION & YOUTH

**CENTRAL MINISTRY
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Manager, Data Management Services
JOB GRADE:	(MIS/IT 5)
POST NUMBER:	7150
DIVISION:	Information and Communication Technology (ICT)
SECTION/UNIT:	Data Management Services
REPORTS TO:	Senior Director, ICT
MANAGES:	Database Administrator x3

Strategic Objectives of the Direction & Administration Division:

Job Purpose

Under the general direction of Senior Director the incumbent is required to direct, manage and maintain the Ministry's database system in order to ensure the integrity and security of its data stores and its efficient and effective performance, including, controlling data inputs and outputs, performing system checks and back-ups and providing training and support to end-users.

Key Outputs:

- Annual operational plan prepared;
- Integrity and accuracy of database information maintained;
- Daily usage of the database system monitored and database back-ups supervised;
- Database system operating and security standards and procedures and user instructions developed and documented;

- Problems with the database system investigated and resolved;
- Training programmes on usage of the database system developed and implemented;
- Technical assistance and support in regards to the database system provided;
- Database system updates, upgrades and the implementation of new functionality performed;
- Database queries and reports designed and created;
- The database system evaluated and improvements recommended;
- Inputs made to the Division's corporate and action plans;
- Annual budget prepared and expenditures monitored;
- Performance of the Section and its staff managed;
- Dashboards requirements created and implemented.

Key Responsibility Areas:

Technical / Professional Responsibilities

- Directs, coordinates and supervises the maintenance, accuracy and integrity of database information ensuring:
 - regular audits to verify data quality and data completeness is conducted as scheduled;
 - investigating and resolving inconsistencies found in data and reports
 - ensuring regular cleanup of duplicate records, and inconsistent and unwanted data from the databases
- Supervises scheduled of the database system;
- Develops and documents operating and security standards and procedures and user instructions for the database system;
- Monitors and controls day-to-day usage of the database system. This includes:
 - setting and approving user access and permission levels
 - ensuring conformance to established policies and procedures
- Troubleshoots and resolves problems related to the database system;
- Develops and conducts training programs for staff on the usage of the database system;

- Coordinates and supervises and provide technical assistance and support as regards the database system to the staff of the Ministry;
- Coordinates and supervises database system updates and upgrades and the implementation of new functionality, including portal services, web delivery of information and third party tools for reporting;
- Designs and creates various queries and reports, from the database system, to meet specified needs;
- Manages and coordinates the transfer of data from databases to other software programs, or vice versa, for further manipulation, as required;
- Conducts on-going reviews of data records in Microsoft Excel and other electronic formats to determine the feasibility of integrating them into the database system;
- Evaluates the database system at intervals and develops improvements where needed.
- Serves as the contact for software vendors regarding database maintenance and other services and participates in annual service contract negotiations;
- Keeps abreast of developments in database systems and advises management on the feasibility and potential impact if they are implemented;
- Manages the establishment of data warehouse and consolidation of databases.

Management/Administrative Responsibilities

- Prepares the annual operational plan;
- Provides technical inputs in the preparation of the Division's corporate and action plans;
- Prepares the Section's annual budget and monitors the allocation and expenditure of funds;
- Prepares management reports on activities undertaken by the Section;
- Keeps abreast of internal and external factors which are likely to impede the achievement of planned targets and recommends appropriate action;
- Recommends corrective action where targets have not been achieved;
- Formulates and implements procedures for the Section;
- Represents the Ministry at meetings;

- Attends management meetings as required;
- Reviews the operation and organization of the Section from time to time and implements changes as necessary to ensure that they provide the optimum framework for achieving objectives outlined in the Ministry's Corporate Plan.

HR Responsibilities

- Develops and manages the performance of the Section and its staff, including transferring skills, motivating staff through coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback to staff and initiating corrective action where necessary to improve performance.
- Promotes the building of institutional knowledge for the Section by ensuring that established systems and procedures are documented and disseminated.
- Participates in the recruitment and selection of staff and recommends movement when appropriate.
- Recommends vacation leave and approves sick and departmental leave for staff in the Section and participates in the administration of staff benefits in keeping with established human resource policies.
- Recommends/administers disciplinary action in keeping with established human resource policies.
- Conducts monthly and other ad hoc staff meetings as required.
- Ensures that staff adheres to the policies and procedures of the Ministry and the Division.
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.
- Collaborates with the Human Resource Management Branch in developing and implementing a succession planning programme to ensure continuity of skills and competencies in the Section and personal development and career advancement of employees.
- Fosters teamwork, a harmonious working environment, and promotes collaborative working relations.
- Conducts performance appraisals of staff supervised for the required purpose and at required intervals.

Other

Performs other related functions assigned from time to time by the Senior Director ICT.

Performance Standards:

- Database information is accurate and reliable;
- Usage of the database is effectively monitored and controlled ;
- Database backups are completed as scheduled ;
- Documentation on operating and security standards and procedures and user instructions for the database is complete and up to date;
- Database system downtime is kept to a minimum;
- Training conducted on the usage of the database system is suitable and helpful;
- User issues are resolved in a prompt and courteous manner;
- Database system updates, upgrades and the implementation of new functionality meet user requirements;
- Queries and reports created from the database system meet user needs;
- Inputs made to the Division’s corporate and action plans are impactful;
- The prepared annual budget is realistic and timely and expenditures are effectively controlled;
- The performance of the Section and its staff is managed effectively so that established objectives/targets can be achieved;
- All required human resource activities are undertaken and the associated policies, procedures and deadlines observed;
- Harmonious relations are maintained with internal and external contacts;
- Integrity and confidentiality are maintained.

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
Human Resource Management & Development Branch	Organizing user training for Ministry staff
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

Required Competencies:

Core

- Excellent analytical and problem solving skills and good judgement exercised
- Excellent customer service skills
- Strong interpersonal and supervisory skills
- Good oral and written communication skills
- Good organizing 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
- Attention to detail
- Ability to troubleshoot common hardware and software problems.
- Ability to create complex queries and reports using database reporting tools

Technical

- Sound knowledge of relational database design, optimization, and troubleshooting
- Sound knowledge of Microsoft SQL Server and/or Access database software
- Advanced knowledge of Microsoft Windows and Office products
- Sound knowledge of data extraction, reporting and analysis tools.
- Sound knowledge of database management trends and standards
- Sound knowledge of established database management policies and procedures
- Working knowledge of Internet technologies including HTML, PHP, ASP, etc.,
- Good knowledge of technical writing
- A broad knowledge of the MoE's policies, procedures and regulations

- 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
- Four (4) years' experience in database administration/data warehousing

Authority To:

- Allocate user privileges on the database
- recommend solutions to database system problems, within the scope of the Ministry's software policies and procedures.
- recommend database software for the Ministry
- approve sick and departmental leave
- recommend vacation leave

Specific Conditions Associated with the Job

- Required to work beyond normal working hours and on weekends to meet deadlines;
- Required to travel to Regional Offices, Agencies and emerging entities within the education sector island wide;
- Required to possess a valid Driver's Licence and a reliable motor vehicle.