



Ministry of
Education & Youth



Jamaica Tertiary Education Commission JOB DESCRIPTION

JOB TITLE:	Database Administrator
JOB GRADE:	Level 7
DIVISION SECTION:	Corporate Services
REPORTS TO:	Director, Corporate Services
SUPERVISES DIRECTLY:	Interns

Job Purpose

Under the general direction and supervision of the Director, Corporate Services, the Database Administrator is responsible for maintaining the Commission's database system, its network and server(s), and provide information, support and training to users. The incumbent will also engage in application development, and web support and development services and work to maintain database integrity and security, and, as required the recovery of application systems within the requirements of J-TEC's ICT framework.

Key Outputs:

- Data maintained and secured.
- Work plan prepared and submitted.
- Reports and documents prepared and actioned as required

Key Areas of Responsibility

Technical/Professional Responsibilities

1. Compiles and inputs data from various stakeholders/staff into the Commission's databases.
2. Imports data to and exports data from the Commission's databases as required.
3. Generates and dispatches requested database reports, as required.
4. Checks and verifies that information within databases is current and accurate, through liaison with relevant users.
5. Maintains and cleans the databases at intervals, by removing/correcting duplications, inconsistencies and unwanted data.
6. Performs regular back-ups of the database system.
7. Changes database access and permission levels as directed.
8. Troubleshoots and resolves problems related to the database system as they arise; refers

- complex problems to the Director, Corporate Services for resolution.
9. Provides technical assistance and support in regards to the database system.
 10. Prepares materials for user training as required.
 11. Participates in meetings with other departments aimed at establishing processes for data updates or other needs.
 12. Support the maintenance of the Commission's network and server(s).
 13. Provide basic website support and maintenance services.
 14. Maintain database and system(s) security and integrity.

Administrative Support

1. Makes recommendations to the Director, Corporate Services on improvements in the processes/functions within the Section in order to enhance efficiency.
2. Prepares reports on activities at required intervals.

Performance Standards:

1. A high level of professionalism, integrity, and initiative is consistently demonstrated.
2. Prompt, efficient and effective delivery of support services provided.
3. Stipulated deadlines and quality standards are consistently met.
4. Harmonious relations are maintained with internal and external customers.
5. Confidentiality of information obtained on the job is preserved.
6. Data entry is done accurately and is completed within established deadlines.
7. The correct information is imported/exported to and from databases and such activities are completed in a timely manner.
8. Generated database reports meet user requirements and are dispatched on time.
9. Database information is properly checked for errors and currency.
10. Clean up and back-up of the databases are thorough and are completed within the set deadlines.
11. Changes to database access and permission levels are done within the required time.
12. Database system issues are properly resolved in a timely manner.
13. User issues are resolved in a prompt and courteous manner.
14. Training materials are prepared in accordance with set specifications and deadlines.
15. High customer service standards are maintained.
16. Reports on activities are submitted in an accurate and timely manner.

Required Competencies:

1. In-depth knowledge of Structured Query Language (SQL) and normalised relational databases.
2. Knowledge of applicable data privacy practices.
3. Good working knowledge of Operating Systems such as Windows, and UNIX.
4. Broad exposure to database systems.
5. Excellent understanding of multi-disciplinary nature of IT solutions.
6. Basic knowledge of network structure.
7. Basic knowledge of website design and maintenance.
8. Good knowledge of Internet technologies including HTML, PHP, ASP, etc.,
9. Sound understanding of project management practises.

10. Good oral and written communication skills.
11. Effective interpersonal skills and emotional maturity.
12. Ability to maintain confidentiality and integrity in all matters, but particularly regarding those a sensitive nature.
13. Ability to exercise good judgment, professionalism, tact, sensitivity and discretion in dealing with people in a variety of situations.
14. Ability to schedule and structure tasks in order to meet deadlines, and to work under pressure.
15. Excellent organizing, planning and problem-solving skills.
16. Ability to work collaboratively with minimal supervision.

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

Within Jamaica Tertiary Education Commission

Contact (Title)	Purpose of Communication
Users within J-TEC	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	To provide and/or obtain information
Local and International IT Consultants	For information and consultation regarding the provision of database and other relevant services to J-TEC
Tertiary Education Institutions	Providing user support/assistance services
Software Vendors	Resolving issues with database software
E-Gov Agency	To provide and/or obtain information; collaboration on relevant matters.
Other Stakeholders	To provide and/or obtain information

Minimum Required Education and Experience

- Bachelors Degree in Information Technology or Computer Science or related field.
- At least five (5) years' of proven experience in a similar capacity.

Specific Conditions associated with the job

- Required to work beyond normal working hours at times.
- Time sensitive environment with occasional demands to meet deadlines.

Validation of Job Description

This document is validated as an accurate and true description of the job described herein

Head of Department/Division

Date

Manager/Supervisor

Date

Employee

Date