POSITION DESCRIPTION

TITLE	Lead Database/Application Administrator
POSITION NO.	502458
LOCATION	Warwick Campus
REPORTS TO	Director Enterprise Applications
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

The Information Technology / Operations team is responsible for maintaining and operating our data centers, on-premises, and co-located including private / public cloud workloads. We do this to ensure the college has a technology structure that is cost-effective, secure, scalable, and responsive to the evolving needs of the organization.

The Lead Database / Application Admin is responsible for supporting both applications and databases of The Community College of Rhode Island's administrative systems and ancillary components. The individual will be part of an innovative team responsible for the continuous operation and optimal performance of the Colleges' enterprise systems, databases, and applications. They will serve as a lead administrator for administrative systems and applications, installing, updating, tuning, and diagnosing issues within a complex higher education environment. Managing and configuring integrations among systems, databases, and applications as well as working with others on the team to integrate with them with the Identity Management Platform. The position includes assuming leadership and project lead responsibilities for application evolution efforts, collaborating with management and clients on product selection, communication plans, and project management related to application maintenance and deployment. They will also assist users with adjustments to business practices to make effective use of the software, providing training resources and guidance for the applications as needed.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Technical Knowledge / Expertise:
- Manage, maintain, install, and upgrade all application and database environments (e.g., database instances of production, test, quality assurance, demo, and development). Develop test plans to verify logic of new or modified applications
- Perform and maintain backup and restore procedures for all databases and applications
- Maintain database standards, security, and data integrity
- Monitor databases and applications to ensure proper storage availability, utilization, suitable response time and application performance
- Keep abreast of technology trends related to Higher Education

Teamwork / Collaboration Skills:
- Coordinate database, application and server/storage maintenance with other information technology and end-user units of the College
- Work collaboratively and constructively with other IT professionals within the College to advance departmental, area, divisional, and college goals
- Collaborate with internal and external IT resources to ensure proper data integration of applications

- Work closely with Information Security to ensure appropriate controls and audit logs are in place
- Configure access control and integration with current authentication methods
- Resolve database related failures and performance issues, working with System Administrators, Vendors and other IT Staff as required

Decision Making and Project Management:
- Assume project lead responsibilities for database and application administration projects or other management duties as directed
- Serve as the project manager for application transition activities, planning, tracking and when needed executing technical implementation, quality assurance and communication tasks for the project
- Plan, coordinate, test and communicate changes, upgrades/maintenance schedules, and new services with management, IT leadership and clients, ensuring business continuity in current and future environments
- Participate in the evaluation of database support products designed to maintain the databases and applications using the databases

Departmental Support:
- Work with the campus community, vendors, and IT professionals to achieve college objectives; representing the department and the college at inter-institutional meetings
- Review programs and documentation developed by the project team to ensure compliance with specifications and standards
- Respond to technical emergencies outside of normal working hours as needed
- Perform other related duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Associate's Degree in a related field with six years of relevant experience
- Ability to use DevOps/GitOps practices and tools such as Git, Ansible, Puppet, etc. for configuration management to implement, and maintain databases and applications
- Strong technical analytical problem-solving skills
- Hands-on experience in process automation, best practice approach, technology efficiency, and effectiveness
- Outstanding attention to detail with superior time and project management skills
- Ability to interpret institutional policies, plans, objectives, rules and regulations and communicate the interpretation to others
- Ability to communicate effectively (verbally and in writing) and possess strong interpersonal skills
- Ability to be self-motivated, able to work independently, and take initiative
- Ability to multitask in a fast-paced environment

PREFERRED QUALIFICATIONS:
- Bachelor's Degree in a related field with four years or experience
- Master's degree
- Four years of experience in system, application, database administration
- Experience in higher education
- Demonstrated experience with the installation and maintenance of Ellucian Banner (or other) ERP systems including the products used in its support (Oracle Database, Apache Tomcat, Evisions Argos / Intellicheck / Form Fusion, Applications Manager (Job scheduler), Ellucian Degree Works, Ellucian Ethos)
- Demonstrated knowledge and experience in administrating Linux servers, Databases, and applications
- A track record of positive client feedback
- Demonstrated track record of collaboration and cooperation with individuals working in different departments within a Higher Education context

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.