Database Technician

Purpose
The job of Database Technician is done for the purpose/s of supporting a variety of information management systems; providing access support, advice and solutions to system users; analyzing end user problems and issues related to the information management system software and other related software; producing a variety of Ad-hoc queries and reports; and providing support to the supervisor, ensuring compliance with legal and administrative requirements. This job reports to Director-Information Systems.

This job is distinguished from similar jobs by the following characteristics: Experience and Education must include at least two years of current experience in technology or a Community College and/or Vocational School degree with study in job related area.

Essential Functions
• Administers system security (e.g. authorization, access, read only, passwords, etc.) for the purpose of regulating access to the information system and ensuring confidentiality of protected information.
• Assists in the maintenance of district information system software (e.g. upgrades, patches, drivers, etc.) for the purpose of providing access to the current version.
• Assists in the development of user materials (e.g. FAQ [work aids], training support handouts, code lists, field definitions, etc.) for the purpose of providing end user support.
• Communicates information system capabilities for the purpose of accommodating district goals.
• Completes work orders, as assigned, for the purpose of providing customer support.
• Designs report options and/or data extracts for use by individual users (e.g. assessment information, attendance, enrollment, demographics, etc.) for the purpose of providing needed data.
• Identifies patterns of end user issues, as directed by supervisor, for the purpose of introducing improvements.
• Provides quality customer service to end users needing assistance (e.g. phone, written, email, electronic, in person, etc.) for the purpose of meeting district and departmental goals.
• Supports the integration of information with other systems (e.g. merging data from other sources, adding data fields; populating other databases, etc.) for the purpose of maximizing the efficiency of the data flow and decreasing redundancy of data collection activities.
• Supports district and site staff on the use of information systems (e.g. new applications, upgrades, updates, etc.) for the purpose of ensuring proper and efficient use of system.

Other Functions
• Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities
Skills are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment, utilizing pertinent software applications; preparing and maintaining accurate records; and installing and testing system components, patches and upgrades.
KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current operating systems and platforms; office software, database and spreadsheet programs; principles of data normalization, and storage and retrieval methods.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating professionally in both oral and written forms; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; correctly interpreting and applying policies, procedures, laws, and regulations pertaining to assigned programs and functions; and working with frequent interruptions.

Responsibility
Responsibilities include: working under direct supervision using standardized routines; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization’s services.

Work Environment
The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 70% sitting, 20% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience with increasing levels of responsibility is desired
Education: Targeted, job related education with study in job-related area
Equivalency: Experience and Education must include at least two years of current experience in technology or a Community College and/or Vocational School degree with study in job related area

Required Testing: None Specified
Certificates and Licenses: Valid Driver’s License & Evidence of Insurability
Continuing Edu. / Training: None Specified
Clearances: Criminal Justice Fingerprint/Background Clearance
FLSA Status: Non Exempt
Approval Date: 08/07/2018
Salary Grade: 61

I have read and understand the scope of this job and hold the minimum requirements:

Employee Name (please print): ____________________________ Date: __________________
Employee Signature: ______________________________________