



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Lead Database Support Technologist
<b>LOCATION:</b>	Information Technology
<b>REPORTS TO:</b>	Manager-Systems Development
<b>GRADE:</b>	PSA 14
<b>WORK SCHEDULE:</b>	Non-Standard, 35 hours per week
<b>SUPERVISES:</b>	May exercise supervision over part-time and student employees.

**ABOUT CCRI:**

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: <https://www.ccri.edu/equity/culture/guidingprinciples.html>

**JOB SUMMARY:**

The Database Administrator (DBA) role is to design, install, monitor, maintain, and performance tune production, test/development, and QA database environments while ensuring high levels of data availability. This individual is also responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of all databases and their accompanying software. The DBA will design and implement redundant systems, policies and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets, and will remain current with the latest technologies and industry/business trends.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Install, monitor, maintain and performance tune all Production, Test & Development databases including but not limited to Oracle and SQL server.
- Upgrade database management systems, including but not limited to Oracle and SQL server.
- Developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of Oracle databases and their accompanying software.
- Install and upgrade database applications by applying patches and upgrades on a regular schedule.
- Provides technical support to application development teams. This is usually in the form of a help desk. The DBA is usually the point of contact for Oracle Support.
- Install, configure and upgrade server and database application components including but not limited to the portal platform, LDAP server, messaging server, calendar server, web server, payment gateway, internet based forms and self-service applications.
- Create new database users as required.
- Develop, implement and maintain scripts for database backup and restore for all databases and test the procedures periodically.
- Regularly monitor and tune databases for optimal performance.
- Troubleshoot, resolve, and communicate problems and failures with databases and related server applications.
- Assist in the development and maintenance of reporting databases.
- Develop and modify technical documentation that describes installation and maintenance standards and procedures.
- Perform all duties and responsibilities with minimal supervision.
- Respond to technical emergencies outside of normal working hours as needed.
- Keep up with changes in relational database management systems, database management practices, SQL programming, server operating systems and vendor supplied information systems for higher education.
- Perform additional duties as directed by the supervisor consistent with rank and position.
- Manage and support third party integration software to enhance processing of the ERP system as directed. For example, serve as Evisions Administrator, providing primary support for installing, developing, maintaining, and enhancing the Evisions software(s), including but not limited to Argos, IntellectCheck, and Form Fusion.

## **LICENSES, TOOLS AND EQUIPMENT:**

- Computers and peripheral devices, such as printers and scanners.
- Must have access to and use of own transportation.

## **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

## **QUALIFICATIONS:**

- Bachelor's Degree is required; or an Associate's Degree plus four years of significant experience with relational database technologies is required; or an Oracle Database Masters Certification plus eight years of experience with relational database technologies is required.

- A minimum of four years of Oracle database administration and SQL programming experience is required; experience in a SCT Banner and/or a higher education environment is preferred.
- A minimum of four years of significant system administration experience in a Unix or Linux environment is required; Solaris 10, Unix Shell Scripts, and PEARL scripting preferred.
- Demonstrated experience managing Oracle RDBMS, Oracle Forms, Oracle Internet Application Server, PLSQL; Oracle Recovery Manager (RMAN) is required.
- Demonstrated capacity for self-directed learning is required.
- Strong problem solving skills.
- Demonstrated ability to work effectively and collegially with colleagues is required.
- Excellent analytical, organizational and communication skills are required.
- Ability to work independently on multiple assignments and to work collaboratively within a team is required.

### **CCRI is an Equal Opportunity / Affirmative Action Employer.**

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: [TitleIXCoordinator@ccri.edu](mailto:TitleIXCoordinator@ccri.edu).

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: <https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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### **Knight Campus**

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