



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Lead Database Support Technologist
LOCATION:	Information Technology
REPORTS TO:	Manager-Systems Development
GRADE:	CCRIPSA 14
WORK SCHEDULE:	Non-standard; 35 hours per week; to work occasional evenings and/or weekends
SUPERVISES:	May exercise supervision over technical and/or support staff

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>

BASIC FUNCTION:

Plan, install, configure, manage and maintain all database management systems and application software in support of Information Technology campus wide.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Working as a member of a team or individually, plan and manage the installation,

upgrades and maintenance of all database management systems and database applications, including but not limited to Oracle, SQL Server and Banner ERP system in multiple environments. (ie; test, training, quality assurance, production, etc.)

- Develop and promote database-related standard operating procedures.
- Monitor databases to ensure proper storage availability and utilization, suitable response time and good application performance.
- Provide overall direction on design, implementation, and maintenance of complex databases with respect to access methods, access time, validation checks, organization, security, documentation, and statistical methods. Review database design and setup to ensure that new databases meet acceptable database standards.
- Consult with and advise application Developers and other IT Staff in the use of various middleware and other Applications required for database use. Work with Applications Development to plan and implement installation and upgrades of vendor supplied database applications.
- Generate and/or review statements-of-work for outside resources engaged to perform upgrades and also ensures compliance with vendor license agreements.
- Establish, execute and maintain secure procedures for all database backup and recovery and assess the procedures annually.
- Plan and implement database fixes, patches and upgrades to ensure database engine is at current, vendor supported software levels.
- Resolve database related failures and performance issues, working with System Administrators, Vendors and other IT Staff as required.
- Schedule database installations and upgrades and maintain them in accordance with established IT policies and procedures.
- Provide consultative technical guidance to colleagues on database issues. Work with System Administrators and other IT Staff to plan and allocate storage and other system resources related to database placement and performance. Assist with space management and capacity planning.
- Recommend procedures for and assess database standards, security, and data integrity.
- Coordinate server, storage and network requirements with other Information Technology groups.
- Stay current with database capabilities and experiment with various configuration options to ensure the best possible database performance.
- Additional responsibilities as directed by the Director or CIO consistent with rank and position.
- Respond to technical emergencies outside of normal working hours as needed
- Evaluate and recommend database tools designed to access and maintain the databases.
- Maintain proficiency in the support, installation, maintenance, and system performance of relational database management systems, database management practices, SQL programming and vendor supplied information systems used within the college.
- Keep abreast of technology trends related to Higher Education.

Knight Campus

LICENSES, TOOLS AND EQUIPMENT:

- Must be proficient in the use of workstations and multiple operating systems on both desktops and servers, which support database platforms, internet/intranet, and programming languages to support the College's databases, technical and application services.
- 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 in Computer Science, Management Information Systems or closely related field and a minimum of four years of significant experience with relational database technologies required; **OR** an Associate's Degree and six years of significant experience with relational database technologies (at least three years of this experience must be as a Database Administrator) is required.
- A minimum of four years of Oracle database administration and SQL programming experience is preferred.
- Demonstrated experience with installation and maintenance of large scale ERP database applications in an Ellucian Banner and/or Higher Education environment is preferred.
- A working knowledge of Oracle database architecture, database administration principles and best practices is required.
- Demonstrated competency with Solaris Unix or Linux is required.
- Demonstrated strong competency in SQL is required.
- Demonstrated ability to work effectively and collegially with colleagues on multiple assignments is required.
- Demonstrated analytical, organizational and problem-solving skills required.
- The ability to communicate effectively (verbally and in writing) using strong interpersonal skills is required.
- Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate this information to others is required.
- Demonstrated experience with Oracle DataGuard is preferred.
- Demonstrated experience with Oracle RAC is preferred.

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.

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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