



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF ENERGY, TRANSPORT AND TELECOMMUNICATIONS (METT)**

JOB TITLE:	Database Administrator
JOB GRADE:	MIS/IT 5
POST NUMBER:	72352
DIVISION:	Corporate Services
BRANCH/UNIT:	Information Systems
REPORTS TO:	Software Development Manager
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

JOB PURPOSE

Under the general direction of the Software Development Manager, the Database Administrator is responsible for the performance, integrity, and security of the Ministry of Energy, Transport and Telecommunication's databases. The Database Administrator provides technical expertise in the design, implementation, and maintenance of database management systems that support institutional business and applications. Additional responsibilities include reporting, data input and output, technology management, and end-user training and support.

KEY OUTPUTS

- Integrity and accuracy of database information maintained;
- Daily usage of the database system monitored and database backed-ups;
- Database system operating and security standards and procedures and user instructions developed and documented;
- Problems with the database system investigated and resolved;
- ICT Continuity Plan developed and managed Corporate, Strategic and Operational Plans, Budget for the section prepared;
- Annual/Quarterly/Monthly/Periodic Reports prepared;
- Technical Advice and interpretation provided;
- Individual Work Plan developed.

KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Develops and maintains initiatives to manage the accuracy and integrity of database information by:
 - ✓ conducting regular audits to verify data quality and data completeness
 - ✓ investigating and resolving inconsistencies found in data and reports
 - ✓ ensuring regular clean-up of duplicate records, and inconsistent and unwanted data from the databases
 - ✓ supervising regular back-ups of the database system;
- Develops and documents operating and security standards and procedures and user instructions for the database system;
- Performs database system updates and upgrades and the implementation of new functionality, including portal services, web delivery of information and third-party tools for reporting;
- Designs and creates various queries and reports, from the database system, to meet specified needs;
- Transfers data from databases to other software programmes, or vice versa, for further manipulation, as required;
- Conducts on-going reviews of datasets in other electronic formats to determine the feasibility of integrating them into the database system;

- Evaluates the database system at intervals and recommends improvements where needed;
- Monitors and controls day-to-day usage of the database system. This includes:
 - ✓ setting and approving user access and permission levels
 - ✓ ensuring conformance to established policies and procedures;
- Troubleshoots and resolves problems related to the database system;
- Develops an ICT operational continuity framework in accordance with the strategic direction of the organisation;
- Develops and maintains ICT operational continuity plans;
- Defines and executes change control procedures to ensure that the ICT continuity plan is current;
- Plans and conducts ICT continuity training programmes to meet the needs of the organisation;
- Creates and modifies ICT operational procedures and guidelines (including manuals, checklists, shift planning, handover documentation, escalation procedures, etc.);
- Provides the Ministry's staff with technical assistance and support as regards the database administration;
- Keeps abreast of global trends and developments in Database Management and makes recommendations where the organisation may benefit from the implementation of such technology.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.

Human Resources Responsibilities

- Participates in preparation and implementation of presentations on role of Division/Unit for the Orientation/On boarding programme;
- Contributes and maintains in a harmonious working environment.

Other

- Performs any other duties assigned from time to time.

PERFORMANCE STANDARDS

- Integrity and accuracy of database information maintained within established guidelines, resources and timeframes;
- Daily usage of the database system monitored, and database back-ups managed in keeping with ICT principles, practices and timeframes;
- Database system operating and security standards and procedures and user instructions developed and documented in accordance with agreed standards and timeframes;
- Problems with the database system investigated and resolved in accordance with agreed standards and timeframes;

- ICT Continuity Plan developed and managed in keeping with best practices and required timeframes;
- Corporate, Strategic and Operational Plans, Budget for the section prepared within established guidelines, resources and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Work plans conform to established procedures and implemented accorded to establish rules;
- Reports are evidence-based and submitted in a timely manner;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

PERFORMANCE STANDARDS

- Key deliverables are produced within an agreed timeframes and to required standards;
- A team approach is adopted within the Unit in an effort to improve overall efficiency;
- Concerns and queries of users are dealt with professionally and in a timely fashion;
- Relevant ICT industry standards and the Ministry's user policies and procedures are adhered to internally;
- Confidentiality and integrity are maintained.

INTERNAL AND EXTERNAL CONTACTS

<i>Internal</i>	<i>Nature of Relationship</i>
Director, Management Information Systems, Software Development Manager	Receive guidance Identify emerging issues in Database Management
ICT Division	To request Policy advice and support; Participating in the development and monitoring of the National ICT strategic plan
Executive Management	To receive information Provide expert advice, counsel and recommendations on Database Management decisions and initiatives
All staff members	To receive and provide information
<i>External</i>	<i>Nature of Relationship</i>
e-Gov Agency	To collaborate on Database Management issues To request technical advice and support
Other MDAs	Providing/requesting information on ICT matters

REQUIRED COMPETENCIES

The Performance Management and Appraisal System: Guideline System and Reference Manual – Competency Framework informed the following with grade ‘1’ being the lowest and ‘3’ or ‘4’ the highest

Core	Level	Functional	Level
Oral communication	3	Use of technology (relevant computer platforms and solutions)	3
Written communication	3		
Customer and quality focus	3	Relational database design, administration and troubleshooting	3
Team work and cooperation	3	Microsoft SQL Server and/or Microsoft Access	3
Interpersonal skills	3	SQL query development and data manipulation	3
Compliance	2	Database performance monitoring and optimization	3
Integrity	3	Database backup, recovery and disaster management	3
Change management	2	Database security, access controls and data protection	3
Customer and quality focus	3	Data extraction, reporting and analysis	3
		Data integrity, quality and database maintenance	3
		Database documentation and technical specifications	2
		Systems integration and database interfaces	2
		Database management standards, policies and procedures	2
		Current database technologies and trends	2
		Relational database design, administration and troubleshooting	3
		Microsoft SQL Server and/or Microsoft Access	3
		SQL query development and data manipulation	3
		Database performance monitoring and optimization	3

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Bachelor’s Degree in Computer Science, ICT and Management Information Systems or a related discipline;

- Three (3) years related experience, with at least three (3) years in a Database Administrator role.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. Maybe required to travel island wide in execution of duties.

AUTHORITY

- Advises the Ministry's Departments/Agencies on Database Management Development Policies and Programmes;
- Recommends Database Management initiatives.