



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Database Administrator  
**REPORTS TO:** Director of MIS

**STATUS:** Exempt / Non-union  
**RANGE:** 31

#### **POSITION SUMMARY:**

Performs a variety of complex work in the analysis, design, programming, implementation, and administration of all SUB databases and database software. Monitors the performance of databases. Installs, maintains and upgrades database management systems software. Develops procedures and provides expertise in the design and use of databases in business applications and reporting tools to ensure data integrity, resilience, recoverability, security, and availability. Establishes and enforces backup, recovery, and security procedures for SUB databases.

Provides direct support for the design development and implementation of data interfaces and integration of data between diverse applications. Currently administers and manages all MS SQL Servers, Access databases, MS Integration Service packages and SQL Server Agent jobs, financial systems and any other company wide databases. Provides web and application server system support. Designs, builds, and maintains in-house data base applications. Responsible for the review of applications, including computerized systems, end-user application support, software acquisition and definition. Provides problem solving and application development expertise. Performs other duties as assigned. Rotating after-hours on-call is required.

#### **MAJOR RESPONSIBILITIES:**

##### *Essential Functions*

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Participates in the design and implementation of application architecture.
5. Supports departments, divisions and external groups in the use of company data systems.
6. Develops, tests, monitors and maintains SUB's data systems providing a knowledge base for management reporting and inquiry.
7. Develops, tests, implements and maintains database and file backup and recovery procedures, including disaster resilience and recovery
8. Establishes database and file security plans and procedures for backing up, restoring, and accessing data.

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9. Designs, codes, implements and maintains database tables, indexes, constraints, triggers and all other objects associated with databases using MS Visual Basic, MS Access, MS Transact-SQL stored procedures, views, functions, and scripts. Installs, configures and maintains database software systems for client server components.
10. Provides input in the preparation of strategic planning objectives and financial budgets.
11. Perform annual rollover of Budget Reporting and Job Cost Estimating systems.
12. Interacts frequently with all divisions and departments on internal and external IT support, including the review and recommendation of Request(s) for Proposals.
13. Prepares and reviews reports on the operations supported databases.
14. Implements planned technical directions and standards.
15. Participates in evaluating vendor and third-party application software systems and hardware for feasibility and cost benefit.
16. Serves as member of the “on-call” coverage team approximately one week per month.

### ***Marginal Functions***

17. Provides back-up support of other IT functions as needed.

*Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.*

### ***Attributes***

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB’s Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

**OTHERS SUPERVISED**

- None

**MINIMUM QUALIFICATIONS**

***Experience***

- Minimum three years of experience as a database administrator/programmer using MS Windows, Windows Server, MS Office 2016, MS SQL Server, MS SQL Server Agent, MS SQL Server Database Mail, MS SQL Server Maintenance Plans, MS Visual Basic and MS Integration Services, and MS Office applications, particularly MS Access and MS Excel.
- Minimum three years of experience with information analysis and data modeling techniques.

***Knowledge, Skills & Abilities***

- Knowledge of utility functions, policies and procedures preferred
- Professional level knowledge of:
  - Customer service practices
  - Database management theory and technology
  - Operating systems theory and structure
  - Communication networks
  - Technical writing methodologies and tools to develop and maintain procedures and technical documents
  - Information analysis and data modeling techniques
  - System architectures and interface standards
  - Storage organization technology and knowledge of database performance tuning, reliability, database security concepts and techniques, backup and recovery techniques and strategies
  - Application system development techniques and methods
  - Standard programming languages and techniques
  - Troubleshooting procedures
  - Physical, logical and application file database design methods
  - SQL or object oriented database systems
  - MS Windows, Windows Server, MS Office Suite 2016, MS SQL Server, MS SQL Server Agent, MS SQL Server Database Mail, MS SQL Server Maintenance Plans, MS Visual Basic with MS Office applications, particularly MS Access and MS Excel
  - Experience with common report writer applications including MS Access, Crystal Reports and MS Reporting Services
  - Experience with ETL (Extract, Transform, and Load) technologies

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- Principles and concepts of Project Management techniques
- Migrating code, database changes, and data through the various stages of the development life cycle
- Excellent organization and problem solving skills
- Ability to:
  - Establish and maintain effective working relationships
  - Effectively contribute to projects as a member of a team
  - Effectively communicate and interact with management, development teams, vendors, systems administrators, and end users
  - Analyze problems, concepts and/or data security issues and make decisions on the information
  - Analyze, diagnose and resolve complex hardware/software configuration problems; developing options, making recommendations, compiling and presenting in a readable format
  - Perform with a high degree of independence and extensive decision-making
  - Manage numerous ongoing and new projects to completion under strict deadlines and with limited supervision
  - Convey technical information simply and clearly, both verbally and in writing
  - Serve in all phases as a project leader
  - Understand organization goals and objectives and perform assigned work to meet those goals and objectives
  - Plan processes including determination of issues or obstacles and preferred courses of action as it relates to own work and work of others
  - Forecast (6-12 months) future budgetary and application upgrade needs
  - Maintain and improve up-to-date technical skills

### *Education*

- High school diploma or equivalent
- Bachelor's degree in computer science, or related field and four years of on-the-job experience, or an equivalent combination of Information Technology education and experience

### **PHYSICAL AND MENTAL REQUIREMENTS**

- **SELECTIVE ATTENTION:** Ability to concentrate on a task over a period of time without being distracted.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.

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- **ORAL COMPREHENSION:** Ability to listen to and understand information and ideas presented through spoken words and sentences.
- **ORAL EXPRESSION:** Ability to communicate information and ideas in speaking so others will understand.
- **SPEECH CLARITY:** Ability to speak clearly so others can understand you.
- **SPEECH RECOGNITION:** Ability to identify and understand the speech of another person.
- **WRITTEN EXPRESSION:** Ability to communicate information and ideas in writing so others will understand.
- **VISION:** Ability to access and comprehend written and graphic information, including from a computer screen.
- **WORKER MOBILITY:** Can change positions frequently between standing or sitting in an office environment. Ability to move about the office to access file cabinets, office machinery, etc.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Ability to enter data onto a computer and use office machinery, such as a photocopier, telephone, etc.
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Ability to ascend stairs at various sites for business.
- **CRAWLING:** Occasionally.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, printers, copier, phone system, fax and other office-type equipment.