

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

I/T DATABASE AND STANDARDS ADMINISTRATOR

CLASS CODE: 99-31-53

POSITION PURPOSE

Administers, maintains, develops, and implements policies and procedures for ensuring security and integrity of application databases by leading efforts to develop, modify, and implement internal applications development standards, policies, and procedures; developing and implementing disaster recovery standards to facilitate data security in all circumstances; researching and evaluating future trends in application technologies and provides technical leadership to strategic application architecture planning; and providing technical insight to in-house staff as well as provide technical overview to outside agency and vendor staff.

DISTINGUISHING FEATURE

This position develops and implements the necessary policies and procedures to ensure the integrity and accessibility of UJS applications databases; develops and enforces compliance with standards for internally developed applications and websites; creates, reviews and tests disaster recovery plans to ensure the availability of applications; creates detailed planning to allow application migration to new versions with limited impact to users; and communicates with business users and effectively solves problems resulting in continuous access to computer systems.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Designs UJS application databases to meet standards and manages projects to migrate to new database versions.
 - a. Defines application table, design, and layout.
 - b. Manages data management to ensure security and integrity.
 - c. Manages capacity planning for current and future needs.
 - d. Directs migration to new database and/or SQL versions.
2. Performs SQL monitoring to ensure security, availability, and acceptable response times.
 - a. Monitors database response times and proactively address issues that impact users.
 - b. Diagnoses, resolves, and proactively addresses database issues that impact availability and develops long-term resolutions.
 - c. Monitors and rebuilds, if necessary, database replication for all required applications.
 - d. Monitors, manages, and requests database storage space to address any current and future needs.
3. Administers and coordinates resources by successfully scheduling, deploying, reviewing, and approving builds and annual migrations; and installing patches, builds, and versions.

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4. Leads efforts to develop, modify, and implement internal applications development standards, policies, and procedures.
 - a. Leads and collaborates with UJS development staff to define, monitor, and enforce standards for internally developed applications and websites.
 - b. Manages web services, third party SSL certificates, general server configurations, and web server security.
 - c. Defines, documents, and enforces compliance with standards for vendor developed applications.
 - d. Sets standards for the configuration of new applications.
 - e. Reviews the work performed across teams to identify commonalities and possible integration; and shares best practices with others.
 - f. Conveys information to others clearly and checks for understanding.
5. Develops and implements disaster recovery standards to facilitate data security and application availability in all circumstances.
 - a. Creates, tests, maintains, and updates disaster recovery plans.
 - b. Coordinates efforts with the Network Services Manager and staff to establish backup and recovery procedures for applications and application data.
 - c. Recognizes potential risks, and proactively addresses issues.
 - d. Works with the IT Director to define policies and standards for survivability management and business continuity.
 - e. Experiments and tests new theories and technologies within the confines of a testing environment.
 - f. Organizes sessions at least twice annually with necessary UJS staff to review, monitor, and enhance the "State of Odyssey" status and direction.
5. Works with IT staff and system users to ensure application changes meet business requirements, system goals, and fulfill end-user requirements.
 - a. Creates and provides standards and estimates resources needed for projects.
 - b. Conducts feasibility analyses regarding IT impact of potential or impending projects.
 - c. Participates in implementing solutions.
6. Provides oversight for development and maintenance team projects and project leaders to ensure projects are completed effectively and follow established standards.
 - a. Reviews project plans and timeframes.
 - b. Recommends project technical needs and availability.
 - c. Provides technical assistance and advice.
7. Reviews, researches, and evaluates management tools that may be used to improve system monitoring.
8. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position oversees and is accountable for development and monitoring of standards for information systems and disaster recovery; initiates requests to IT managers for staff resources to achieve goals in defining standards and disaster recovery needs; directs projects to ensure project goals are carried out and completed effectively and on time; and utilizes multiple allocated resources to achieve results.

ESSENTIAL FUNCTIONS REQUIRE

In-state travel for project implementation, meetings, and training; sitting for extended periods of time; working outside normal work hours when needed; operating computer systems' hardware and technology; operating standard office equipment such as copier, telephone, etc.; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; possess organizational and leadership skills; meet deadlines; demonstrative initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include establishing, configuring, and maintaining measures to ensure integrity and security of electronic data on UJS computer systems 24/7/365 uptime status. Further challenged to develop and maintain comprehensive and intelligible documentation regarding IT development standards, current configurations, available technology, and recovery methods; implement enhancements on schedule with minimal disruption to the system's operation; identify methods to maintain knowledge of the business and to effectively anticipate problems and/or opportunities; and convince others of a direction or approach. Further challenged to work with Network Services and Development staff to help achieve a state-of-the-art environment that meets current and future business objectives.

DECISION-MAKING AUTHORITY

Decisions include development of internal policies and standards; priority of assigned work; suitability and feasibility of hardware and software; training and education needs for staff standards awareness; recommendations for data security measures and implementation policies and procedures; and recommendations for disaster recovery standards.

Decisions referred include priority of conflicting requests; approval of data security measures, policies, and procedures; approval of disaster recovery standards; and approval of budget requests.

CONTACT WITH OTHERS and PURPOSE

Daily contact with Application Development and Network Services staff to discuss technology issues and strategies with the Bureau of Information and Telecommunications (BIT) staff to discuss and resolve problems; and with the HELP desk to place work orders; occasional contact with outside vendors and agencies to discuss changes or problems affecting UJS case management systems; and with the UJS IT Training and HELP Desk Manager to coordinate system training needs and issues. Builds, maintains, and strengthens relationships with others who can provide support.

WORKING CONDITIONS

The incumbent works in a typical office environment; and may be subject to on-call or after-hours work to resolves system problems as approved by a supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- database integrity issues, performance issues, blocking and deadlocking issues, replication issues, log shipping issues, connectivity issues, and security issues;
- SQL Server tools;
- disaster recovery methods;
- web services, third party SSL certificates, and web server security;
- tools and technologies available to meet information system requirements;
- database standard operating procedures, policies, and standards;
- UJS case management practices and the case management systems used to support end users.

Skill in:

- organizational management;
- planning and project management;
- software technology;
- time management.

Ability to:

- detect and troubleshoot SQL Server related CPU, memory, I/O, disk space and other resource contention;
- communicate effectively with diverse groups of users;
- understand the overall impact of system design on UJS case management goals;
- remains focused under pressure and controls emotion;
- exercises sound judgment and makes timely, well-informed decisions;
- generates and tests innovative ideas and solutions;
- builds, maintains, and strengthens relationships with others who can provide support;
- effectively anticipate problems and/or opportunities and convince others of a direction or approach;
- research new technologies and advocate methods to use them and benefit UJS;
- organize and schedule large installations and upgrades;
- create and maintain extensive, usable documentation.

Education:

Bachelor's degree from an accredited college or university in computer science, information systems technology, or a related field.

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Experience:

Three (3) years of experience including database development and support and disaster recovery; or an equivalent combination of related education and experience.

Two (2) years of experience working with large, complex projects and certification from the Institute for Court Management Court Management Program (CMP) is preferred.