

UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

I/T DATABASE AND STANDARDS ADMINISTRATOR

CLASS CODE: 99-31-53

POSITION PURPOSE

Administers and maintains UJS application databases and develops technical standards to support their security, integrity, availability, and recovery. Performs database monitoring, troubleshooting, access, backup, and recovery coordination. SQL/database upgrades, patching, and migration activities. Develops and maintains standards for applications, code deployment, web services, and certificates; evaluates emerging application techniques; supports strategic application architecture planning; provides technical guidance to UJS staff, other agencies, and vendors; and supports disaster recovery planning.

DISTINGUISHING FEATURE

This position is responsible for reliability, integrity, and recoverability of UJS application databases and related systems. This position independently coordinates database monitoring, migrations, application standards, deployment practices, and disaster recovery planning; provides technical guidance across internal teams and vendors; recommends standards, improvements, and technical direction to management. Final approval of security policies and disaster recovery standards remains with management.

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 assists with 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. Coordinates and assists with migrations 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 addresses issues that impact users and applications.
 - 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. Coordinates technical implementation activities by scheduling, deploying, reviewing, and approving builds and annual migrations; and installing patches, builds, and versions.

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4. Provides recommendations and technical guidance for developing, modifying, and implementing internal applications development standards, policies, and procedures associated with code management and deployment.
 - a. Collaborates with UJS development staff to define, monitor, and enforce standards for internally developed applications and websites.
 - b. Administers assigned web services, third-party SSL certificates, application server configurations, and related web server security controls in coordination with internal IT teams, other agencies, and vendors as needed.
 - 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. Assists in the development and implementation of disaster recovery standards to facilitate data security and application availability in all circumstances.
 - a. Creates, tests, maintains, and updates disaster recovery plans as instructed.
 - b. Coordinates efforts with IT staff to establish backup and recovery procedures for applications and application data.
 - c. Recognizes potential risks and proactively addresses issues.
 - d. Works 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.
6. 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.
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 provides technical guidance or training and project coordination related to application databases and deployment, database management systems, and disaster recovery; coordinates with IT leadership to improve data security and disaster recovery standards.

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

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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 skills and the ability to provide technical guidance; meet deadlines; work independently and demonstrate initiative; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include establishing, configuring, and maintaining technical measures to ensure integrity, availability, recoverability, and security of electronic data for UJS application systems while supporting continuous availability and service-level objectives. Further challenged to develop and maintain comprehensive and intelligible documentation regarding IT development standards, system configurations, available technologies, and recovery methods; implement enhancements with minimal disruption to the UJS system's operation; remain knowledgeable about UJS business processes; and to effectively identify risks and/or opportunities; and communicate technical recommendations in a way that supports informed decision-making. This position also coordinates with Network Services, Development, Security, other agencies, vendors, and BIT staff to support a technology 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 IT staff to discuss technology issues and strategies and with the Bureau of Information and Technology (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. 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 resolve system problems as approved by a supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills, and Abilities:

Knowledge of:

- database integrity, performance measures, blocking and deadlocking issues, replication issues, system/application logs, connectivity issues, and security controls;
- database management systems and SQL Server administration;
- Backup, restore, disaster recovery, and data retention practices;
- 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;
- IT code management, application deployment and performance optimization;
- UJS case management practices and the case management systems used to support end users.

Skill in:

- organizational management;
- coordinating upgrades, patches, migrations, and deployments;
- software technology;
- communicating technical recommendations to IT staff and leadership;
- time management.

Ability to:

- detect and troubleshoot SQL Server related CPU, memory, I/O, disk space and other resource contention;
- communicate effectively and coordinate work with IT work groups, UJS staff, BIT staff, and vendors;
- understand the overall impact of system design on UJS case management goals;
- maintain professional judgment and effective communication during urgent or high-impact incidents;
- exercise sound judgment and make timely, well-informed decisions;
- identify, document, and implement best practices;
- build, maintain, and strengthen relationships with others who can provide support;
- effectively anticipate problems and/or opportunities and communicate technical recommendations in a way that supports informed decision-making;
- research new technologies and advocate methods to use them and benefit UJS;
- organize and schedule large installations and upgrades;
- balance system security, availability, and performance with business needs;
- 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.

Experience:

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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. Relevant database, cloud security, or IT Service Management (ITSM) certification is preferred.