

Glenbow

Job Title: Data Administrator

Organization: Central Services – IT

Salary Grade: 6, CUPE Local 1645

Desired Staffing Date: ASAP

Forward applications to: careers@glenbow.org

Closing Date: January 18, 2019

*****Note: not all applicants will be contacted for an interview**

General Accountability

Reporting to the manager of IT, this position addresses the requirement for Data Base Administration (DBA), Data Migration (DM), Data Life Cycle Management (DLCM), and Data Governance (DG). On the Micro level, the successful candidate will be responsible for securing, policing, maintaining, safeguarding, backing up, restoring, archiving and purging corporate data while on the macro level promoting, coordinating and facilitating connections between data sources regardless of location. From an interpersonal perspective, the candidate will support staff in adopting best practices for tools and resources involving on premises storage, cloud storage, and information management in general. The skillset is to include fluency in Glenbow's primary Line of Business (LOB) Applications, substituting for the IT group's Application Specialists during absences, and performing related support as assigned. The IT Manager will also assign tasks as needed.

Specific Accountabilities

Database Administration (DBA) and Data Migration (DM)

1. SQL: Life cycle support from installation to migration including maintenance schedules.
2. SQL Server Reporting Services (SSRS).
3. ImportOmatic (Omatic Software): Connectivity support between Siriusware and Raiser's Edge.

Line of Business Technologies Application Cross-Training & Support

Glenbow's key LOB applications are vital tools used by the various departments. The Application Specialists require periodic coverage during planned absences and regular support for delegated support tasks such as bug tracking. Primary LOB applications at Glenbow currently include:

1. Raiser's Edge (Blackbaud): Fundraising and Customer Relationship Management (CRM) tool used by Development.

2. Siriusware (Accesso): Primary Point of Sale (POS) application used by Visitor Service (Front Desk) staff.
3. Argus and STAR (LUCIDEA): Collections Management System (CMS) applications ranging from On Premises to Cloud hosted.
4. ContentDM (OCLC) High Resolution Image Repository and DB/TextWorks (LUCIDEA) Textbase and thumbnail image repository.
5. Software as a Service (SaaS), Internet Information Services (IIS), and E-commerce.

Data Lifecycle Management (DLCM) and Security

1. On Premises UNC Files Share Security: AD and OU based NTFS permission creation and enforcement.
2. Cloud Hosted Data Security and Active Directory Federated Services (ADFS): Infrastructure support to ease the adoption of cloud based technologies.
3. Stewardship of Cloud Hosted Management Tools: Enhanced leveraging of Cisco-Meraki management for devices such as APs, Switches, computers and mobile phones. Increased use and reliance on Remote access via RDP, Application access via RDS, Hybrid file sharing via tools such as Dropbox, and enterprise level credentials sharing via LastPass.
4. Backups: Micro and Macro level backups ranging from Apple Time Machine to Arcserve and DPM using Disk-to-tape, Disk-to-disk and Off-site migration. Hyper-V virtualization backups utilizing VEEAM. Organization and enforcement of domain wide backup standards. Backup media integrity checks.

IT Manager Assistance

1. Finance Centric: Invoice organization as it pertains to receiving and processing routine, repetitive financial documents. License consolidation in calculating total licensing requirements often involving multiple third parties used long time spans. License Enforcement.
2. Staff Support & Contractor Coordination: Interpersonal assistance as assigned to include working with staff and coordinating with third party vendors. For staff, this may range from developing personalized technical strategies for accomplishing unique workplace objectives to interpersonal such as addressing inappropriate use of corporate computer equipment in a diplomatic manner. Third party technicians may require a Point of Contact (POC) to make the best use of their time when on site.
3. IT Manager Assistance: Tasks as required.

Qualifications

- Fluency in SQL and SSRS with 3-5 years experience using a variety of database products.
- Core competency in Database back end support within an IT or software development environment.
- Previous knowledge of Blackbaud's Raiser's Edge is considered an asset.
- Bachelor's Degree.

The specific technical skills required by this job include:

Technical Skill

Description
Applications Support - Intermediate
Arcserve - Basic
Crystal Reports - Intermediate
Database Management - Advanced
Microsoft SSRS - Intermediate
MS BizTalk - Intermediate
MS Data Protection Manager - Basic
MS Internet Information Services - Basic
MS SQL - Advanced
MS Windows Server 2008r2/2012/2016 - Intermediate
MS Windows Workstation 7/8/10 - Intermediate
Veeam - Basic

Key Competencies

- 8) Volume - handling a large amount of work efficiently and effectively.
- 34) Technical Competence - emphasizing technical resources, applying them effectively, and keeping abreast of the latest developments in new technologies to assess their possible application (and/or ensure their successful implementation) within the work place.
- 5) Team Playing - effectively filling necessary roles within a team environment; showing strong listening, summarizing, facilitating and "bridge building" skills.
- 12) Accuracy - ensuring that work accomplished is accurate.
- 24) Time Management - effectively adapting to tight deadlines, heavy workloads, and sudden or frequent changes in priority in order to accomplish objectives.
- 35) Creativity - identifying and evaluating unique ways to improve the organization (cost reductions, use of resources, policies/procedures, products); generating useful new ideas, approaches or techniques.
- 38) Conduct - demonstrating an acceptable standard of personal behavior in the work place.

Background

The typical minimum level of education to perform this job competently is equivalent to completion of a university (bachelor) program involving acquisition of an advanced understanding of complex concepts and procedures in an area of work related to assigned duties. This specialized training is often recognized by a degree.

Directly/indirectly related work experience representing continuous learning and required for someone to perform this job competently is four to five years.

Ongoing work assignments typically have clearly defined goals, but no (or minimal) direction with respect to what action steps to follow. The incumbent's education, training, and previous experience will help ensure that the goal of the assignment can be clearly defined and understood (even if that means just knowing what relevant questions to ask), but the required/optional approaches to achieving the goal will often remain unclear, undefined and/or untested until the work assignment is well underway.

SKILL

Practical/ Technical

Physical or muscular ability and dexterity are at a level that allows the person to perform a variety of manual tasks where general, large muscle coordination is particularly important, and/or where small muscle coordination contributes indirectly to achieving the goals of the job.

In terms of using the five senses of hearing, sight, smell, touch and/or taste, the person performs work where no extraordinary sensory acuity is required. Translating sensory information into a decision/action is a straight forward process.

Referring to the work aids used in performing the work, the job requires the set up or operation of very complex, specialized equipment and/or must be proficient in using very specialized computer programs or applications on a regular basis.

Interpersonal

The ability to organize thoughts in a logical and persuasive fashion and express those thoughts in conversation, writing and formal oral presentation is a very important skill requirement. Opportunities to exercise Communications skills occur on a regular basis, and application of these skills contribute directly to achieving the objectives and goals of the job as demonstrated by the following;

- Listening non-judgementally to information presented by others is very important.
- Developing and verbally explaining information to superiors, peers, and subordinates in a well thought out, logical, and effective manner is very important.
- Handling relations with the public, customers, suppliers, or others outside the organization in a way that gets the message across tactfully and politely is very important.
- Building and using an effective network of people inside and/or outside the organization to give and receive information and to accomplish work objectives is very important.
- Dealing with the emotions of people using sensitivity and empathy is very important.
- Writing clearly and concisely to explain information in a well thought out, logical and effective manner is very important.
- Demonstrating flexibility to very quickly change communication style, format and content when presented with unanticipated information is important.

The ability to influence, convince, direct and persuade others is a very important skill requirement. Opportunities to exercise interpersonal leadership skills occur on a regular basis, and application of these skills contributes directly to achieving the objectives and goals of the job as demonstrated by the following;

- The ability to get results from others over whom there is no formal authority is important in this job.
- Achieving high standards of performance from others is important.
- Dealing with sensitive situations/issues that require high standards of integrity (and test commitment to truth, purpose, trust and confidentiality) is very important.
- Working with a diversity of people (i.e., a wide range of ages, ethnic backgrounds/cultural sensitivities, etc.) in order to accomplish work objectives is important.
- Contributing as a team member, where individuals work together and share equally in the exchange of ideas, concepts and process outcomes, is very important.
- Building and developing team approaches to problem solving, where individual skills and abilities are 'pooled' to address and resolve issues (that individuals on their own could not), is very important.
- Teaching, training, developing or otherwise improving the skills of others through effective coaching and guidance is very important.
- Demonstrating initiative and tenacity in understanding the needs of others (internal and external 'customers') and acting to do something helpful is very important.

Problem Solving

Imagination, creative interpretation, and/or 'new approach' thinking are applied in the performance of a variety of routine and non-routine work, with accomplishments measured equally in terms of timeliness of delivery, accuracy of detail, and degree of imagination and creativity utilized.

The job's requirement for analytical and reasoning skills are such that the person performs some innovative techniques and methodologies which together provide a logical interpretation of gathered (objective or subjective) information. At this level, he/she works with sophisticated concepts and models and applies them within accepted practice as a subject matter specialist, addressing a variety of routine and non-routine tasks.

Interpreting motives, drives and needs in others is relevant. There are occasions where it is necessary to understand what may be motivating others (individual or group), what additional information is required, which techniques are appropriate to gather that information, and how a situation/issue can be successfully brought to a satisfactory conclusion for all who are involved. These situations tend to be somewhat repetitive in nature, involving similar issues, patterns and processes to be applied by the person in this job.

Decision making skills - the ability to make practical, fair and objective decisions about the best solutions to problems - is an important skill requirement. Some opportunities exist to develop and apply these skills in this job as demonstrated by the following;

- Making decisions even with conflicting or incomplete information is important.
- Managing conflicts or emergencies decisively and effectively so that there is minimal cost to the organization and minimal disruption to individuals and operations concerned is important.
- Exhibiting well balanced judgement in arriving at conclusions under a variety of situations is important.
- Developing recommendations and influencing the decisions of others by identifying and bringing forward the key variables that need to be taken into consideration is important.

Management Process

Required job skills for planning and coordinating (internal and/or external) resources and activities are applied to schedule own work (typically 1 day to 1 week in advance) and (perhaps) provide detailed work direction to others on a day to day basis. The person plans and performs a sequence of operations where standard procedures or recognized operational methods are available or prescribed. The content and objectives of work duties are clearly related.

EFFORT

Physical

Physical effort requiring manual dexterity is frequently required (i.e., between 25% and 75% of time on the job).

Mental/ Sensory

On a daily basis, the work involves short to intermediate periods of non-interrupted mental/sensory attention (i.e., usually up to one (1) hour at a time, occasionally longer than one (1) hour), with ample opportunity for breaks in concentration during the course of the work day.

Technological/ Environment

Based on the rate and complexity of change in this person's area of specialization, the effort to keep pace with new developments is moderate. There are important changes that impact the area, and the person is expected to identify, assess and integrate appropriate changes to their work practices.

RESPONSIBILITY

Taking Action

In terms of direction and procedural constraints, the person works with occasional supervision which may vary with the nature of the assignment. Some freedom exists to deviate from directions, and to select appropriate work methods, without reference to the supervisor.

Other

Responsibility for safety and health is best described as typical of most office jobs. An understanding of related policies, procedures and programs is expected to be demonstrated in the performance of duties.

In dealing with the external community (e.g., external customers, professional associations, community associations, etc.) displaying awareness, tact and diplomacy is important. Statements made and actions taken in personal interactions could have some impact on the organization's public image and/or its relationships with other organizations, but this responsibility is not normally part of the job.

The duties outlined in this job description may be prioritized depending on the requirements of the department and/or organization, and those priorities may change from time to time, in discussion with the supervisor.