

GENERAL NATURE & SCOPE OF WORK

Under the direction of the Technical and Critical Infrastructure Manager, the Database Support Technician is responsible for developing and maintaining databases in a 24x7 public safety operation. This position will also be responsible for developing online and in-house tools to provide reliable access to our data for both external customers and internal company use, and ensuring minimal downtime to primary database systems. This position is expected to provide assistance with helpdesk duties such as answering phones, providing technical support for the software applications to end users. This is a technical position that requires a high degree of responsibility and attention to detail, as well as the ability to work independently. This position is subject to after-hours (weekends, nights, holiday) on-call duty for urgent technical support requests and after-hours emergency responses for critical system problems. The Database Support Technician must be able to report into SNOPAC within one hour of receiving a request for urgent technical support needs. This is an FLSA exempt position.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS

- Design and deploy data table structures, forms, reports, views, and queries.
- Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts.
- Coordinate and work with other departments and staff to develop relational databases and secondary databases.
- Identify inefficiencies in current databases, investigate and recommend solutions.
- Work with external vendors improving and enhancing database performance.
- Supports database performance by monitoring daily performance to evaluate and resolve processing and programming problems.
- Diagnose and resolve database access and performance issues.
- Plan and coordinate database migration between systems.
- Develop, implement, and maintain change control and testing procedures for modifications to databases.
- Development and maintenance of stored procedures, views, and functions.
- Produce ad-hoc queries and develop reports to support business needs.
- Document procedures that fall within the responsibilities of this position.
- When on call, must report to SNOPAC within one hour of receiving a request for urgent technical support needs.
- Perform other related duties as assigned.
- Ability to maintain regular and predictable attendance is an essential job function for this position.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of:

- Current knowledge database products, services, protocols, and standards.
- Proficient in the use of Microsoft® operating system software.
- Understand security requirements for public safety data.
- Understand SNOPAC policy and standard, and legal requirements with regard to highly sensitive criminal, medical, and personal information.

Skill Level:

- Adept in the support and maintenance of database performance
- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, agency customers, vendors and the public.
- Superior customer service skills required including a positive customer service orientation, with both internal and external contacts.
- Excellent written and verbal communications skills.
- Advanced skills in the utilization of personal computer tools, such as word processing, spreadsheets and presentation software.
- Excellent troubleshooting and logic skills.

Ability to:

- Work around, and with, confidential information, and exercise proper discretion in its dissemination, in accordance with SNOPAC policy, and with State and Federal law.
- Write complex reports that access relational databases and other miscellaneous file structures.
- Analyze technical problems and describe their solutions both graphically and logically.
- Assess and take action on requests and needs of users.
- Understand and identify critical components and services, and be able to prioritize tasks to support those needs.
- Study and review technical literature, manuals and other related documentation.
- Assimilate new products, procedures, innovations, and enhancements, and integrate them into the systems.
- Establish and maintain effective working relationships with other SNOPAC employees, customers and vendors.
- Communicate effectively both orally and in writing.
- Work with minimal supervision.
- Understand and follow oral and written directions
- Work within scheduling constraints.
- Respond to after-hours emergencies for critical system problems.
- Maintain authorization requirements for accessing and working with criminal justice information systems and other forms of secure information.
- Work in a team oriented environment.
- To research a problem and apply professional level analytical thinking to resolve issues.
- Communicate with staff and clients in a timely and professional manner.
- To manage tasks of varying interest and priority, and to pursue tasks through to completion.

EDUCATION & EXPERIENCE

A combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities may substitute for education requirements.

- Professional training and/or certification in advanced use of relational databases is preferred
- Minimum five (5) years relational database experience on a variety of programs
- Minimum five (5) years of experience with Oracle and/or SQL databases
- Minimum five (5) years of experience with Structure Query Language (SQL) with the ability to write complex queries used to extract data from relational databases such as Oracle, Microsoft SQL Server, Access, or other relational databases.
- Minimum two (2) years of experience with desktop and software support

PHYSICAL DEMANDS/WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office environment under pressure and requires the ability to quickly adjust to changing priorities and demands.

- While performing the duties of this job, the employee is frequently required to sit and use a keyboard.
- Duties will require the ability to lift and handle objects weighing up to 40 pounds.
- Travel by various modes of private and commercial transportation within the region may be required.
- Occasional fieldwork may be required.
- Attendance and participation at evening meetings may be required.

The statements contained in this class specification reflect general details as necessary to describe the principle functions of this class, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.