Eastern Washington University
Enterprise Systems Specialist
Job Description

Date Prepared: February 1, 2008
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Title: Information Technology Application Specialist 4
       E-Learning Architecture Database Administrator

Department: Office of Information Technology

% of time: 100%
Term of Appointment: 12 Months

Position(s) this position will supervise: N/A

Position Reports to: Director of Instructional Technology or in his/her absence reports to the Chief Information Officer. On a daily basis this position works in close coordination with the Senior Blackboard Application Administrators.

Primary Purpose of Position: This position performs senior level activities in the administration and management of the database systems which underlie Eastern’s elearning architecture. This position provides database administration support, data warehousing, and programming of the university instructional database systems. The focus of this position is on the implementation, deployment, administration, and management of the critical databases (primarily MS SQL) upon which Blackboard, Questionmark Perception and other university elearning systems rely.

Major responsibilities:

Project Management:
- Schedules and coordinates tasks for the university operational data store. Plans, schedules, and assists in the establishment of major milestones, itemizing tasks, estimating efforts, computing due dates, monitoring progress, reporting status, troubleshooting, and making adjustments.
- Demonstrates the ability to estimate a project or task that is accurate and thorough based on the information provided.

Database Administration and Application Support
- Develops comprehensive support strategies for the university’s elearning development, test and production MS SQL database environments.
- Analyzes industry-wide trends and makes recommendations.
- Writes feasibility studies and decision packages for high visibility/impact initiatives.
- Monitors, advises and oversees the day-to-day activities of the production elearning databases required to maintain a highly-available elearning environment.
• When system problems occur this individual is primarily responsible to quickly and accurately diagnose to what extent there may be database impacts from the error. Also this person is responsible to determine what, if any, corrective database action should be undertaken to remedy the problem. This person is expected to proactively act to prevent possible database errors or problems (for example by performing regular database indexing and optimization tasks). This individual makes decisions and coordinates with the Senior E-Learning Application Administrators and other programmers in an efficient and effective manner to minimize any impact to the user environment.

• When installations, new versions, and patches become available this individual is primarily responsible to analyze these updates, evaluate and recommend when they should be implemented, implement them in development and test environments prior to production.

• Makes decisions and coordinates with the elearning team in an efficient and effective manner to minimize any impact to the user environment.

• Meets with users and vendors to exchange opinions regarding recent progress or chronic problems; handles serious complaints; determines cause and effect; and initiates corrective action.

• Prior to any changes to a system, takes the following steps:
  - Develops a task plan and has it reviewed by the staff
  - Develops contingency plans; analyzes what effects the proposed change may have on any other systems and remedies anticipated difficulties
  - Informs the user community prior to the changes taking place
  - Contacts vendor to discuss any problems that could occur
  - Schedules the change to minimize the possible impact to the user community

**Systems Analysis/Functional Consultation**

• Analyzes industry-wide trends and makes recommendations to executives on improvements and efficiencies in system performance.

• Analyzes and assesses industry direction, and analyzes new capabilities that may be applied to the institution.

• Evaluates new products, documents characteristics, and makes recommendations.

• Assesses user needs, analyzes chronic problems, explores and evaluates alternative solutions that could efficiently automate user procedures and effectively satisfy user needs.

• Prepares project plans, which include all tasks required for successful implementation: installation, conversions, contingency plan, and contact with clients who currently have the new product or upgrade being planned.

• Installation, conversion, maintenance, and testing may occur during nights or weekends in order to minimize any interruption in service to the end users.

• Reports problems and fixes to the Oracle database administrator and software vendors.

• Provides documentation and consultation informing users of systems, services, and resources available to them.

• Types of consultation include: coordinating or participating in user meetings; feasibility studies, brainstorming sessions; assisting in the development of
functional specifications and acquisition plans; interpreting, clarifying, and confirming programming service requests; and diagnosing and treating operations problems.

Standards and Procedures - Collaborates to develop, publish, administer, and promote policies, procedures, and standards for the student information system administrative system interfaces, and updates.

Professional Development/Departmental Representation
- Continues to develop professional expertise and competencies that expand personal knowledge and ability and contribute strength and flexibility to the Enterprise Systems department.
- Types of professional development include learning about new technology (products and services), and learning better ways to apply and practice technology (methodologies, tools, and techniques).
- Represents Enterprise Systems’ departmental goals, objectives, policies, procedures, and accomplishments to the EWU user community and to professional contacts in a variety of external forums.
- Serves, when directed, as a representative of the Department or Division on one or more computer or application related committees.
- Explains major changes in the software, facilities, and services. Gives presentations or participates in-group discussion at professional meetings and conferences.
- Exchanges information, experiences, or joint efforts with peer institutions.

Staff Work
- Completes assigned staff work as required to share the load, and to further the goals of the department and the university.
- Management support includes occasionally taking some of the elearning team’s tasks or special projects. University support includes serving on standing committees or ad hoc working groups.

Knowledge, Skills, and Abilities:
Three years of information technology experience in MS SQL database development and/or administration, data warehousing, data analysis, data base design and programming. Experience in directing projects in administrative systems development, implementation, and maintenance. Formal training on database administration highly desired. Previous experience with the management of databases within the Blackboard Academic Suite highly desired.

Qualification Standards (Education, Licenses, or other special requirements):
One year as an Information Technology Systems Specialist III or equivalent education and experience.
Position is Accountable for:

- Plans, designs, and maintains the university’s elearning database systems for the Office of Information Technology.
- Designs, implements, documents, analysis, creates, and tests databases in support of university instructional systems or programs, including prototypes based on and related to user or system design specifications.
- Provides leadership for staff and expert consultation.
- Integrates new technology and carry out institution-wide information technology functions.
- Manages multiple projects.
- Develops departmental and university standards and procedures.
- Oversees tasks in the practice of standard operating procedures.
- Analyze industry-wide trends.
- Makes recommendations for improvements and efficiencies in system performance.

Positions decision-making authority:

When system problems, installations, new versions, and patches occur, makes decisions in an efficient and effective manner to minimize any impact to the user environment.