

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Database Administrator

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The purpose of a Database Administrator (DBA) is to ensure the smooth operation, security, and reliability of an organization's databases. A DBA is responsible for managing the day-to-day operations of databases, ensuring their performance and security, and developing and implementing backup and recovery procedures. The main objective of a DBA is to ensure the availability, accuracy, and integrity of the data stored in the databases.

By performing tasks such as reviewing database design and implementing database configuration, performance tuning, and security management, a DBA helps organizations make the most of their data resources and ensure that critical data is protected. They also play a key role in developing and maintaining database infrastructure, including storage capacity planning and disaster recovery planning.

Work performed will utilize IT Incident, Problem, Change, Project, Service and Capacity Management principles to achieve innovative solutions to a variety of complex problem.

This position will work and provide direction to a combination of GoA staff, contractors and external service providers.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

A Database Administrator (DBA) maintains service delivery via:

- Installing and configuring database management systems.
- Architecture and review of database design, structure and implementation.
- Maintaining database structures to meet the needs of the organization.
- Ensuring the security of sensitive data by implementing and maintaining database security measures.
- Monitoring database performance and fine-tuning it to optimize efficiency.
- Assist and support Senior DBA Team Leads in implementation of changes.
- Planning for disaster recovery and implementing backup and recovery procedures.
- Managing database capacity, including space utilization and planning for future storage requirements.
- Collaborating with development teams to integrate new systems and applications with the database.
- Troubleshooting and resolving database-related issues.
- Keeping abreast of new developments in database technologies and recommending improvements.
- The ideal candidate for this role will have a strong technical background in database management, experience with database security and backup/recovery procedures, and excellent problem-solving and communication skills.
- Liaises with branch resources and business to ensure client priorities and issues are dealt with in a timely manner.
- Accountable for the implementation of procedures, tools, and documentation to provide a high level of service integrity and availability. This includes maintaining system documentation and developing technical support standards and procedures.
- Accountable for creating, implementing and managing new IMT services. This includes business analysis, technical design, implementation, operations, monitoring, troubleshooting and interfacing between IMT systems.
- Stays current with technological developments in software development, systems support, and user support practices.
- Oversees daily operations to ensure compliance with IMT policies and audit requirements:
- Implements changes to services following proper incident, problem, and change management practices.
- Maintains alignment with cross-government ICT standards and develops documented standards/procedures that follow current industry best practices for technology implementation, including security compliance.
- Supports clients through technical support of the IMT services, developing procedures and creating reporting mechanisms as required. Works with data custodians and departmental representatives to maintain and enhance information systems to establishing an environment that promotes end-user self-sufficiency.
- Responsible for implementing and monitoring controls that meet audit requirements
- Utilizes leadership skills during project-based work and identifies/implements operational efficiencies.

Problem Solving

Typical problems solved:

The position will create and maintain new IMT services used within GoA and by the general public. This position will work closely with branch team members and ministries to create, maintain, and manage highly available services.

This role performs problem analysis to resolve systems issues. Performs complex diagnosis of problems, providing solutions within the areas of responsibility, and/or through consulting with business and branch analysts; coordinates implementation of fixes and enhancements. Will coordinate problem-solving efforts often involving outside vendors and other support personnel and/or organizations.

The position regularly faces complex technical problems that need to be solved. These issues are addressed by having a strong technical background, being creative, and by researching and/or consulting with other technology experts across the GOA.

Types of guidance available for problem solving:

- The position requires a high level of diversity due to the breadth of technologies relying on the infrastructure and the complexity of making changes to the infrastructure. This position requires a high level of creativity and problem solving abilities.

- Provides direction to a team of technical support analysts and contractors focused on the maintenance and operations of commercially available software applications and associated software infrastructure components.

Direct or indirect impacts of decisions:

- This position works with minimal direction, applying good discretion when making decisions. Latitude is afforded when making decisions, providing recommendations, planning, initiating, and completing work based on business expectations and technology requirements.
- Decisions made can impact critical service delivery in a multi-ministry environment

Key Relationships

Major stakeholders and purpose of interactions:

- **GoA Staff** - Requirements gathering, problem resolution, provide guidance and recommendations
- **Consultants\Contractors** - Cooperate with to provide services; support in order to deliver project deliverables; coordinate delivery of database services.
- **Cloud Platform Services Peers** - Knowledge exchanges, technical assistance
- **Cyber Security Services** - Critical interaction to ensure platforms and services are secure
- **Team Members and Leadership** - Provide insights, technical work and support to team members and leadership
- **Business Technology Operations Peers** - Information sharing, collaboration for new services
- **Business Technology Operations Leaders** - Planning activities, operational efficiency recommendations
- **Vendors** - Support issues, research, and learning
- **Governance bodies** - including Governance, Change Advisory Boards and various committees and groups - Required for maintenance of services
- **Project Management Office** - Reporting progress and status for work on various projects supported by services
- **FOIP / Litigation team** - Responding to requests from various ministries to support FOIP and litigation requests against hosted services
- **Records Management/Information Management** - Critical interaction for job function to properly align services to RM/IM requirements
- **Infrastructure Services** - Aligning to standards provided by infrastructure team; including server configuration, server architecture and cloud services

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Computer related discipline

Job-specific experience, technical competencies, certification and/or training:

- Requires a minimum of 4 years experiences supporting a broad range of enterprise technology.
- Experience supporting application infrastructure and/or software development experience.
- ITIL Foundation certification is preferred.
- This position requires extensive use of analytical, planning, organization, evaluation and problem-solving skills. The ability to detect and repair problems, independently and quickly, is paramount to this position.

- Broad understanding of the technical environment and linkages between systems.
- Ability to communicate effectively to staff with a varying degree of systems understanding (none to expert).
- Able to work effectively on a team as well as independently and handle high stress situations.
- Must have project planning experience and superior technical abilities to manage implementation of services with both software and hardware components.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	Evaluates potential solutions and considers implications Understands complex environments and can anticipate how each component could be impacted when making changes Understands broader impact to GoA and their clients
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Creates the environment for innovative problem solving: <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	Able to work independently or lead a team of analyst to resolve complex problems Pro-actively identifies and implements efficiencies Performs root cause analysis and identifies preventative measures
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	Identifies knowledge gaps and pro-actively seeks learning opportunities Provides leadership to team members and assists with identifying training needs
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes:	Able to adapt approach to a situation in an

		<ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>environment where variable frequently change</p> <p>Able to make decisions and communicate under pressure</p> <p>Understands barriers and can innovate to overcome challenges</p> <p>Quickly assembles resources when complex cross-discipline teams are required</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Encourages staff to be accountable for their actions and set realistic goals</p> <p>Identifies inefficiencies and implements solutions</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)