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Description automatically generated **COLLEAGUE SYSTEMS ADMINISTRATOR**

**INFORMATION TECHNOLOGY SERVICES**

**REPORT TO:**  Manager of Information Technology Services

**E CLASS:** FT-12 Month

**FLSA:** Exempt

**PURPOSE:**

The Information Technology Services Department at Miles College is accepting applications for the position: Database Administrator. The Database Administrator maintains the college’s databases and integrates those databases with various software and platforms. The Systems Administrator is responsible for complex duties to plan, design, implement, and monitor administrative management systems, and related applications and integrations, ensuring that all systems perform optimally. The administrator will implement processes that adhere to timelines and requirements, customer/user expectations, and quality standards, as well as oversee the coordination of system-related responsibilities, including all project-oriented work efforts. The Administrator will participate in related technology committees and projects, consult with functional users and departments, and collaborate with business intelligence efforts.

**REQUIRED QUALIFICATIONS:**

* Bachelor’s Degree in Computer Science (or related technical field) or equivalent industry experience.
* 2+ years of experience programming in SQL.
* 1-3+ years of experience supporting an enterprise ERP/SIS/CRM; prior experience with Ellucian Colleague is preferred.
* Experience administering Windows Server platforms, including IIS.
* Experience using version control systems in a team environment.
* Cybersecurity experience is an added benefit.

**ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

* Manages user account provisioning/de-provisioning and interfaces with Active Directory.
* Assists in troubleshooting and restoring services by analyzing, identifying, and diagnosing faults. Works with the software and hardware vendors to resolve issues and correct errors.
* Act as a point of contact for various database vendors whose applications the University has licensed. Monitor databases for performance and issues using monitoring tools. Provide technical assistance to functional areas and other teams around the University on problems that may be database related.
* Administer database-level security as needed. Address database or performance issues that are forwarded from Help Desk. Respond to Help Desk with end-user information related to any issues as well as update the status during ongoing issues.
* Adhere to published standards and procedures, such as naming conventions, security, programming conventions, code walkthroughs, testing conventions, and migration processes.
* Assist in maintaining third-party integrations with Colleague
* Support data backup services
* Provide complete and accurate documentation for internal use and for end users
* Train end users and troubleshoot as needed
* Perform other duties as assigned

**KNOWLEDGE, SKILLS & ABILITIES:**

* Solid understanding of database concepts, security, backup/restoration, stored procedures, and views.
* Familiarity with data reporting tools (e.g., Microsoft SQL Server Reporting Services).
* Well-organized and detail-oriented, with the ability to work independently and handle multiple priorities to meet deadlines.
* Proficiency with SQL.
* Knowledge of backup systems.
* Strong communication skills, including the ability to convey highly technical concepts to a wide range of internal contacts and to deal effectively with external contractors.
* Commitment to data security and the protection of sensitive information with demonstrated knowledge of applicable data use and sharing safeguards.

**WORK ENVIRONMENT:**

The work environment includes exposure to physical conditions typical of a normal office environment. Most of the job is performed while sitting, although the work may require occasional standing or walking and/or lifting and carrying small objects.

**TRAVEL:**

Travel may be required as part of the work of this position.

*\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

**SPECIAL INSTRUCTIONS TO APPLICANTS:**

A criminal background check will be conducted. *No phone calls will be accepted.* **Interested applicants should submit a resume, cover letter, and application to mwilson@miles.edu.** Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point the applicant will be contacted for an interview.

**NOTICE OF NON-DISCRIMINATION**

Miles College is an equal-opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other bases prohibited by law.  Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd Fairfield, AL 35064, 205-929-1440, [titleix@miles.edu](mailto:titleix@miles.edu). For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [Click here](https://www.miles.edu/title-ix).