

## **IT Manager - Senior, Database Administration**

### **SUMMARY**

The Information Technology (IT) Manager – Senior, Database Administration is a key leader for the Enterprise Data Analytics (EDA) section of the Department of Human Services, IT Division. Reporting to the EDA Director, s/he leads the development and maintenance of all DHS databases on multiple platforms including SQL Server, DB2, Oracle, and IMS. S/he ensures the database administration (DBA) team meets performance targets aligned with the Department’s strategic and operational objectives and that DHS databases adhere to best practice standards and procedures. The IT Manager – Senior, Database Administration will have a supervisory responsibility over the database administration team and may be required to act as an assistant IT director.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Manages the day-to-day operations of seven (7) database administrators.
- Defines and maintains standards for the DBA team.
- Provides leadership to ensure that appropriate investments in tools, processes, and people are made to ensure the successful operation of DHS databases.
- Provides leadership to ensure assigned team members successfully achieve the Department’s goals and objectives.
- Works with the Project Management Office (PMO) to manage resource allocation and resolve schedule, resource, and other conflicts.
- Oversees DBA team members for the delivery of project tasks on time, within scope, and on budget.
- Coordinates and conducts post-implementation reviews for DBA related efforts.
- Identifies issues and opportunities, analyzes problems and alternatives, and develops sound conclusions and recommendations.
- Communicates effectively verbally and in writing.
- Provides team leadership with various human resources management accountabilities, including but not limited to the following.
  - Overseeing the delegation of work to DBA team members.
  - Setting annual performance targets for individuals and the team and conducting performance reviews.
  - Providing on-going motivation, coaching, guidance, feedback, and mentoring to the team.
  - Managing the workload of DBA’s and removing obstacles to their success.
- Advises EDA Director and other executive leaders regarding potential risks to DHS data and recommends solutions.

### **EDUCATION / EXPERIENCE**

Graduation from an accredited college or university with a bachelor’s degree and six (6) years of professional level experience in information technology including at least two (2) years of supervisory experience.

At least four (4) years of experience with relational database design and modeling.

Working knowledge of IMS, DB2, SQL Server, and Oracle.

The following are desired qualifications.

- Master’s Degree in computer science or related field.
- Experience in Public Sector.
- Project Management Professional (PMP) certification.
- Information Technology Infrastructure Library (ITIL) certification.
- Certification in at least one database platform.

## **SKILLS**

This position requires:

- Dedication and commitment to customer service focused delivery of solutions;
- Demonstrated evidence of successful experience as a database administrator and an IT manager;
- Strong understanding of relational and hierarchical database concepts;
- Strong OLTP data modeling skills;
- Superior analytical problem solving ability for dealing with escalated issues;
- Technical integrity earned through demonstrated success in implementation of complex database solutions;
- Proven experience juggling multiple goals and deadlines;
- Demonstrated flexibility, resilience, and resourcefulness; and
- Ability to identify current or future problems or opportunities, analyze, synthesize, and compare information to understand issues and cause/effect relationships, and explores alternative solutions to support sound decision making.

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