NORTHEAST TEXAS COMMUNITY COLLEGE

JOB DESCRIPTION

POISE DATABASE ADMINISTRATOR/SUPER USER

Department: Administrative Services
FLSA Status: Exempt
Grade/Level: Admin
Work Schedule:
  Monday - Thursday 8AM - 6PM
  Friday 8AM - 12PM
  Or as assigned by the supervisor
Job Status: Full Time
Reports To: Vice President for Administrative Services
Amount of Travel Required: Some travel required
Positions Supervised: None
Contract Length: 12 months

PURPOSE: The POISE Database Administrator has primary responsibility for maintaining processes on the POISE system. This position is the technical liaison between college POISE system users, computer services and POISE/ESP technical staff.

MAJOR RESPONSIBILITIES:

• Primary college liaison between college POISE users, computer services and POISE/ESP technical staff.
• Maintains database documentation, including data standards and procedures.
• Provides diagnosis and problem resolution of POISE software issues for end users.
• Maintains user access permissions and privileges.
• Manages backup and recovery plans for POISE server.
• Provides high level of customer service for all POISE support inquiries.
• Participates in (and may lead) the planning, developing, testing, and implementation of enhancements to POISE software.
• Configures, monitors, maintains, and supports POISE software.
• Provides necessary training and guidance to POISE users.
• Maintains end user training manuals and software support manuals.
• Stays abreast of all POISE available enhancements and assists in evaluating appropriateness of implementation.
• Maintains all user updated POISE databases (e.g. Bill Data, Degree Audit, Financial Aid codes).
• Performs other duties as assigned.

Competency Statement(s)

• Achievement of Strategic Initiatives – Ability to link departmental work with the achievement of NTCC’s strategic initiatives
• Communication - Ability to communicate verbally and in writing clearly and concisely.
• Customer Service - Ability to take care of the customers’ needs while following company procedures.
• Ethics – Ability to be guided by NTCC’s accepted principles of ethical conduct.
• Initiative and Resourcefulness – Ability to act and takes steps to solve or settle an issue.
• Interpersonal - Ability to get along well with a variety of personalities and individuals.
• Judgment and Decision Making Ability – Ability to form sound opinions or make decisions by evaluating available information.
• Leadership – Ability to motivate and guide others to perform in accordance with clear expectations and goals.
• Planning and Organization of Work – Ability to plan, organize staff, direct and control work tasks to meet a specific goal.
• Reliability and Responsibility – Ability to be dependable and trustworthy.
• Skills and Technical Competence – Ability to relate to topics that require an understanding or specialized knowledge pertinent to job needs.
• Team Building – Ability to ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal.
• Work Under Pressure – Ability to maintain composure when exposed to stress in the workplace.

QUALIFICATIONS:

Education and Experience: Bachelor’s degree plus five years experience in a database administrator, super user or technical software support role.

Skills and Abilities:
• High level knowledge of VMS operating system
• Working knowledge of the POISE Data Management System or experience with similar DMS system
• Working knowledge of POISE end user modules
• Ability to understand, create and maintain user manuals and documentation.
• Strong customer service attitude.
• Must have the ability to interpret technical information and present it effectively both orally and in writing to a wide variety of external professionals and in-house staff from diverse socio-economic backgrounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Physical and Mental Requirements

Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Ability to lift, carry, or move 50 pounds. Walking; good listening skills; frequent stressful conditions; standing; sitting for long periods of time; lack of mental impairment; frequent decision making ability. This is an inside office position with minimal safety/health hazard potential.
SIGNATURES:

______________________________________  _______________________
Poise DBA/Super User                   Date

______________________________________  _______________________
Vice President for Administrative Services  Date

______________________________________  _______________________
President                              Date

Job description developed:  August, 2010
   Reviewed:
   Revised:
   Prepared by:  Beth Thompson

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