

Database Administrator

Unique Job Role	Database Administrator	Date Last Updated	26 - October - 2015
Department	Information Technology (IT)	Sub Division	IT
Direct Reporting To (UJR)	Head of IT Section	Dotted Reporting to (UJR) (if applicable)	NA

Job Purpose

To make information technology an enabler in MWASALAT's growth by maintaining and upgrading the IT infrastructure in MWASALAT and provide outstanding customer service to user departments.

Key Responsibilities

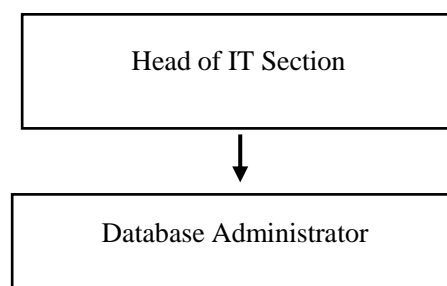
No.	Description
1.	To implement the MWASALAT Information Technology policy and standard operating procedures by enforcing policies, defining accesses, monitoring usage and ensuring proper documentation.
2.	To assist the Manager – IT in capacity planning, budget preparation and IT roadmap creation by acting as a subject matter expert on database administration.
3.	To establish the requirements of users and maintain databases in accordance with these requirements to constantly monitor their performance and take necessary actions.
4.	To enforce the IT security policy and define user accesses. To drive the disaster recovery and backup/archival/purging processes.
5.	To monitor the performance and managing parameters for the database systems.
6.	To promptly respond to and resolve user issues in the departments; to undertake fault investigations and suggest initiatives to upgrade systems when required.
7.	To monitor the performance of the IT vendors/contractors on the define service levels and proactively work to ensure better service to internal customers by following up & providing assistance in resolution of escalated IT issues.
8.	To undertake regular maintenance activities for the databases and related infrastructure at MWASALAT including required documentation.
9.	To build awareness of various IT solutions & their functionalities amongst users through training and ensure awareness of various data security, network and other IT related risks.

10.	To preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
11.	To create and maintain documentation including system and user manuals, license agreements, documentation of modifications/upgrades and regular reports.
12.	To drive continuous improvement by staying updated with the latest technologies.
13.	Any other assigned duties from time to time.

Accountabilities

No.	Key Result Areas (KRAs)	Key Performance Indicators (KPIs)
1.	Internal Customer Service	<ul style="list-style-type: none"> ▪ Number of IT outages due to database issues (#) ▪ Reduction in number of escalations or customer complaints YoY (#) ▪ Average time of issue resolution (hrs.)
2.	Capability Building	<ul style="list-style-type: none"> ▪ Hours of IT user training for non-IT staff (hrs./employee) ▪ Individual Training Hours (hrs.)
3.	Compliance & Security	<ul style="list-style-type: none"> ▪ Number of IT security audits conducted vs. planned (#) ▪ Number of instances of security breach or virus/malware detection (#) ▪ Number of applications with outdated licenses (#)
4.	Personal Accountability	<ul style="list-style-type: none"> ▪ Number of days absent (#)

Organizational Chart



Competencies

Competencies	Proficiency Level
A. Behavioral Competencies	Proficiency Level (1-4)
▪ Collaboration and Team work	1
▪ Planning & Organizing	2
▪ Decision Making	2
▪ Analytical Thinking and Problem Solving	3
▪ Communication & Liaising	2
▪ Self-Management and Accountability	2
B. Technical Competencies	Proficiency Level (1-4)
▪ Industry & Organizational Awareness	2
▪ Leveraging Technology	3
▪ Vendor Management	3
▪ Project Management	2
▪ Compliance and Regulatory Expertise	2
▪ Financial Acumen	2
▪ Supplier and Sourcing Management	3
▪ Problem Identification and Diagnostics	3
▪ Technical and Engineering Knowledge	3
▪ Maintenance Management	3
▪ Customer Service Orientation	2
▪ Asset Protection and Security	2

Key Stakeholders

Internal Stakeholders	<ul style="list-style-type: none">▪ All department of MWASALAT
External Stakeholders	<ul style="list-style-type: none">▪ IT software/hardware Vendors and Service Providers

Experience & Educational Requirements

Educational Qualification	<ul style="list-style-type: none">▪ A degree in Information Technology or Computer Science(Database).▪ Diploma degree with practical experience not less than 1 year.▪ Secondary School Certificate with practical experience not less than 3 years.
Other Skills	<ul style="list-style-type: none">▪ Proficiency in spoken and written English.