CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Senior Project Manager/Database Administrator** **UNION:231**
SG:7
DEPARTMENT: **Information Technology Services Department** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

Position blends project management and database administration responsibilities. Performs project management and technology services for IT system projects of all sizes, including highly complex projects affecting the entire enterprise. Manages projects through completion and transition of responsibility to other technology and business resources. Works with City leadership and staff to identify and implement business process improvement to be achieved by the project. Communicates with vendors and employees at all levels of the organization.

Primary responsibility for database administration for the City. Develops strategic vision for database services. Responsible for the design, management, licensing, and support of all server and cloud-based database technology systems for the City. Provides consultation and support to technical staff on all facets of database technology systems, including connectivity, usage, reporting and integration. Ensures database system availability, security, integrity, performance, and problem resolution. Performs change management tracking and monitors logs for database systems. Identifies and develops procedure, policy, and security changes; maintains inventory and documentation of all City databases. Develops or enhances applications as needed by end users. Provides advanced level support for database and enterprise systems to technical and end users.

SUPERVISORY RELATIONSHIP:

This position reports to the Information Technology Services Applications Manager. Work is performed under general supervision and the guidance of City and Department policies, procedures standards and guidelines. Handles emergencies as directed by the Network Administrator or Information Technology Services Director. May supervise lower level staff as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Manages complex and significant City-wide IT system projects. Works with City leadership, project sponsors and stakeholders to identify the project plan including goals and process improvements. Provides core project management functions including oversight of budget, resource coordination, schedule, and tasks within business constraints. Coordinates project activities with vendors and with staff at all levels of the organization to achieve successful completion of the project. Provides technical expertise, business related and process related improvement recommendations to project sponsors and teams.

2. Responsible for central administration of City database systems, including strategic direction, acquisition, licensing compliance, design standards, and security. Performs administration of City databases to ensure integrity, reliability, availability, accuracy, efficiency, and security;

provides database management services including installation, maintenance, upgrades, and backups; provides technical and database-related services related to applications development, systems integration, and systems implementation; serves as database expert to technical staff throughout the organization.

3. Identifies database backup requirements and works with Network Operations staff to implement database backup procedures. Identifies, tests, and documents disaster recovery procedures for database systems. Provides maintenance and operating system patching for database servers.

4. Develops scripts and programs to automate importing/exporting and manipulation of data between various software systems to meet business needs. Develops or enhances systems as needed to meet business requirements.

5. Provides application support services such as report development, security administration, upgrade or fix specifications, written and oral communications and training to end user departments.

6. Provides high quality, detailed consultation, technical support and troubleshooting for key City software applications. Evaluates current procedures and recommends changes and improvements. Provides business and technical expertise to City employees. Provides instruction on procedures and use of department software. Analyzes on-going problems and recommends courses of action to address problems. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems and makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.

7. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews responses to ensure that vendors meet minimum requirements, performs analysis of software systems and assists with software selection processes. Performs cost-benefit analyses as needed. Recommends upgrades, changes and new software purchases to the Information Technology Services Department (ITSD) Director. Provides technical support to assigned City System Team(s) or project teams.

8. Serves as project leader; chairs meetings and/or committees, prepares agendas, and coordinates project activities. Communicates project recommendations and/or status to City leaders at all levels of the organization.

9. Stays current with the IT industry to track developments and changes in database and server related hardware, software, and security. Reviews and tests new hardware and software applications for potential use by City departments.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

2. May supervise lower level staff as required.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

PROJECT MANAGEMENT/APPLICATION SUPPORT/SYSTEMS ANALYSIS

Knowledge of:

- Excellent knowledge of standardized project management principles and their usage (project management body of knowledge or PMBOK).
- Extensive knowledge of principles and techniques of analysis, design, development, and implementation of complex computer and communications systems in a complex network environment.
- Expert knowledge of database systems and technology.
- Thorough knowledge of software applications environment including multi-tier systems, client management technologies.
- Thorough knowledge of regulatory and security standards and best practices including PCIDSS, HIPAA, CJIS, CIS, and NIST.
- Strong knowledge of tools and techniques to analyze technical issues, monitor availability, identify root cause, and correct problems.

Skill in:

- Strong project management skills including budget preparation and tracking, communications coordination, and time and task management with employees at all levels of the organization and with outside vendors.

Ability to:

- Extensive ability to provide detailed application support services such as report development including use of Microsoft reporting services or crystal reports; security administration; develop upgrade/ fix specifications, delivery of written and oral communications and training to end user departments; develop ad hoc reports.
- Ability and willingness to develop comprehensive business and technical knowledge, including system administration or security administration, of key City business software application packages supported by the ITSD department such as Financial, HR/Payroll, public safety records management, permitting, SharePoint, etc.
- Lead system application improvement and acquisition projects, including vendor management. Must be able to clearly communicate presentations and recommendations to City leadership.
- Read, comprehend and apply knowledge from technical manuals and internet resources to solve software and hardware problems.

DATABASE ADMINISTRATION/TECHNICAL

Knowledge of:

- Extensive knowledge of Microsoft SQL Server database environment and associated tools for support of critical systems in a complex multi-server environment.
- Extensive knowledge of SQL, TSQL, and PL-SQL and related programming tools.

Ability to:

- Ensure database integrity, reliability, currency, accuracy, efficiency, and security in both ORACLE and MSSQL environments.
- Develop programs in other programming environments such as .NET.
- Use and troubleshoot scripting languages such as Powershell.
  Integrate systems by developing scripts, views and triggers to perform complex manipulation, conversion or transformation of data.
- Maintain security and confidentiality of systems and records while adhering to security policies and procedures.

GENERAL:

Knowledge of:

- City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.

Skills in:

- Excellent skills in planning, organizing, problem-solving, and time management.
- Excellent skills in project leadership and communication. The employee must have the ability to make decisions under broad guidelines, represent the City's needs to vendors and potential vendors, explore and evaluate future technical directions the City should consider.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, and computer vendors.
- Excellent written and oral communication skills for corresponding with City employees, vendors and for making presentations, recommendations, and for providing training.

Ability to:

- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Organize, assign, oversee and evaluate the work of assigned staff.
- Work independently with minimal supervision.
- Expand on technical skills quickly.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Dexterity of hands and fingers to operate a computer keyboard;
  - Near distance visual acuity to assure proper operation of computers and software;
  - Ability to exchange verbal information in person and by telephone;
  - Lifting and moving components weighing up to 10 pounds.

WORKING ENVIRONMENT:

Works extensively at a computer workstation, in an office environment, with frequent visits to client departments.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming, or related field required.
- Technical requirements:
  - Five years of progressively responsible experience in the analysis, design, implementation, and support of complex applications required.
  - Four years of progressively responsible experience in database administration of Microsoft SQL Server environment required.
  - Two years of experience in a project management role in large and complex software acquisition or implementation project(s) required
  - PMP certification with the Project Management Institute is strongly preferred.

- Experience providing such work in a governmental setting preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.
- Agreement to and signature of a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to do systems work outside of normal business hours.

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