

## JOB DESCRIPTION

### Database Administrator



#### Purpose

The Database Administrator is primarily responsible for providing first and second level support within the Business Applications unit, specifically focusing on the management, maintenance, and optimization of the organization's databases. This position ensures the effective administration of Microsoft SQL Server environments to support critical enterprise business applications, ensuring data integrity, security, availability, and performance.

#### Core Functions

- Provide first and second level support for the organization's Environments, focusing on management, maintenance, and optimization of databases supporting critical enterprise and core business applications.
- Ensure data integrity, security, availability, and performance of databases through proactive administration, monitoring, and implementation of best practices.
- Respond to and resolve database-related incidents and service requests within agreed SLAs, providing hands-on troubleshooting and support.
- Support overall system stability and assist in the implementation of updates, patches, and upgrades.
- Collaborate with the Data Strategy team to support data-driven initiatives, reporting, and data governance efforts across the organization.
- Assist in business continuity and disaster recovery planning and execution specific to database systems.
- Maintain and update database documentation, including configurations, schemas, and procedural guides.
- Develop and maintain ETL pipelines.
- Provide backup and support to the broader Business Applications unit as required.

## Role Dimensions

Reports to: Business Applications Manager  
Department: Information Technology  
Job Level: Team Member  
Location: Head Office, Port Moresby

## Person Specifications

- Diploma or degree in IT, Computer Science, or a related field.
- Minimum 3+ years hands-on experience in Database Management Systems (DBMS) such as Microsoft SQL Server, MySQL, or Oracle.
- Strong understanding of database security, backup, and recovery practices.
- Hands-on experience with Microsoft SQL Server, SSRS and SSIS.
- Strong understanding with SQL databases, system integration techniques, and API management.
- Knowledge of ITIL principles and practices, particularly incident and change management.

## Core Competencies

- Service-oriented with a proven track record of quality delivery.
- Professional integrity and highly motivated.
- Resilient and calm under pressure.
- Strong analytical and problem-solving skills.
- Excellent communication skills, with the ability to articulate technical information to non-technical stakeholders.
- Ability to work collaboratively with teams and across departments.
- Demonstrate a proactive approach to identifying and addressing system challenges.