

POSITION: DATABASE ADMINISTRATOR

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: MANAGER, DATABASE ADMINISTRATION

JOB PURPOSE STATEMENT

The Databases and Storage Administrator role is to support the bank's Databases and Storage Infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas; particularly CBA group databases, storage and backup and recovery systems in collaboration with external vendors, system experts and consultants. The Databases and Storage Administrator will resolve database, storage, backup and recovery problems in a timely and accurate fashion.

KEY RESPONSIBILITIES

- Maintenance and development of all databases, storage, backup and recovery infrastructure and other related systems (40%)
- To ensure projects, incidents, problems and escalations are dealt with according to defined set of policies, processes, procedures and SLA's. (30%)
- Effectiveness of integration of database and storage strategy / blueprint with the bank's business direction (10%)
- Effectiveness of the databases and storage security (policy, controls and infrastructure) with regard to protection against exposure to and impact of risks associated with data loss, corruption and/or unauthorized access (20%)

COMPETENCE REQUIREMENTS

- Organization development to effectively plan ICT Databases, Storage, Backup and Recovery infrastructure and support for optimal performance.
- Knowledge and experience in modern practices for ICT Databases, Storage, Backup and Recovery architecture and operations in medium to large banks to provide guidance on quality improvements and strategic changes
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Technical skills to effectively perform or guide performance of Databases, Storage, Backup and Recovery systems design and operations activities/tasks in a manner that consistently produce high quality of service.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree in Computer Science, Information Technology or related field.
- Professional qualifications in IT e.g. ITIL, OCA, OCP, OCM, Other relevant professional qualifications in IT field would be added advantage.
- Project Management certification and experience is preferred e.g. PRINCE2, PMP
- Five years' experience in databases and storage support in medium to large organizations.
- Working experience in a bank or other financial services organization would be added advantage.
- Management of Third party support providers.