DATABASE TEAM MANAGER

Group-Section: Information Technology Group	**FLSA Status:** Exempt **Bargaining Unit:** MAPA	**Salary Grade:** 064 **Job #:** TM008

JOB SUMMARY

Responsible for managing and supervising the development, implementation, and administration of databases and monitoring the operations of Metropolitan's multiple data centers. Areas of responsibility include maintaining and upgrading databases; maintaining and upgrading the data center, and data center software; evaluating, planning, designing, and implementing database applications; ensuring reliability and availability of business applications; Performing regular audits and monitoring database utilization to ensure data integrity, cost optimization and quality; and researching technology innovations to determine potential application to Metropolitan business needs.

OVERSIGHT

Oversight Received: Receives direction from the Unit, Section or Group Manager.

Oversight Given: Manages and supervises a staff of professionals, technicians, paraprofessionals, and administrative support.

JOB DUTIES-General

1. Supervises staff including directing, assigning, and monitoring work, coaching, mentoring, addressing personnel issues, providing motivation, discipline, and guidance; determines Team and/or project priorities and aligns work load with available resources; reviews work for thoroughness, adherence to applicable standards, policy, and accuracy; ensures the team provides reliable service to customers; and monitors projects and staff to ensure compliance with regulatory requirements, and adherence to safe work practices and policies.

2. Assesses staff performance and competencies, and completes employee performance evaluations; develops and trains employees in applicable techniques and methodologies; partners with HR to administer and track training plans for skills and professional development, and enhancement of the team's members; provides cross-training opportunities as appropriate, and develops team succession plans; ensures staff completion of mandatory and recommended training including regulatory compliance and safety training. Takes an active role in developing a safe work environment and promoting the safety of self and others by implementing safety training, monitoring employee adherence, and promptly evaluating and implementing safety recommendations.

3. Provides general administration of the team including establishing and tracking organizational goals and objectives; determines and implements strategic priorities; provides input regarding policies and procedures; development of team vision, standards for customer support, service plans and priorities; develops and approves team, project, and work schedules and leave requests, and analyzes and reviews team activities and prepares various reports; reviews and approves time, reimbursement requests, and purchases.

4. Develops and monitors team, project, and equipment budgets to ensure the most efficient use of resources; prepares cost estimates and oversees the requisitioning of materials,

equipment, and supplies necessary to meet organization goals and objectives; assures adequate supply of inventories; assures adherence to established guidelines and accurate and timely reporting and accounting, and tracking and control of budgetary information; evaluates resource needs and prepares staffing, equipment, and consulting requests; prepares, reviews and/or approves purchases, purchase and vendor service requisitions, and contract documents.

5. Acts as a technical advisor for team and cross-organization activities; assigns and directs the work of team members; develops, reviews, and submits improvement project proposals; acts as a subject matter expert related to administrative and/or operational issues, and facility improvements; participates in establishing procedures and standards for efficient, safe, and reliable operations.

6. Meets with internal and external customers to coordinate work on projects and initiatives; initiates and supervises staff activities; collaborates with other managers and staff to ensure reliable, cost-effective, and safe operations; provides accurate, timely and thorough communication to other members of the management team on issues relating to team responsibilities, standards, and compliance.

Job Duties-Specific to this Position
1. Manages Metropolitan's multiple cloud, on-premises and remote data centers; manages the evaluation, programming, and processing of data requests; ensures accurate, timely, and quality delivery of ongoing and periodic requests; develops policies, procedures, and schedules for data center activities; and manages the upgrade and installation of data center hardware and software.

2. Manages the development, implementation, upgrade, and maintenance of databases; provides technical expertise in database administration and development; reviews, assigns, and monitors projects; and establishes standards for database and data center architecture.

3. Manage, architect, and create database replication architecture, High Availability /Disaster Recovery for resiliency

4. Perform regular audits and monitor database utilization to ensure data integrity, cost optimization and quality.

5. Coordinates team activities with other information technology teams and with managers and staff in other business units; and participates in the planning and implementation of complex projects.

6. Estimates costs and staffing requirements for requested projects; assists in preparation of capital budget; selects and monitors temporary staff and consultants; and prepares and evaluates request for proposals, participates in selection of contractors, and manages contracts for services.

7. Ensures databases are available; ensures data centers are operating properly; establishes standards and practices; monitors system performance and security; and purchases, installs, and manages system licenses.

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8. Serves as technical advisor in the development and maintenance of databases; and researches and evaluates new technologies. Maintains knowledge of trends, developments, and best practices in Database Management Systems and related technology

9. Assists in developing team and unit policies, methods, and procedures; and reviews and makes recommendations regarding the development of quality assurance and quality control procedures, project milestones, presentation, and documentation.

10. Provides on-call management support outside or normal business hours.

11. And performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS
Education and Experience: Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead position; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Supervisory methods and techniques; team building; contract administration; project management including planning, scheduling, and costing; report writing; personnel management practices; practices and principles of strategic planning; performance measurement tools and metrics; policies and procedures related to budget, procurement, and human resources; data center administration; database administration; Microsoft and UNIX operating systems; Oracle database software and development methodologies; and application programming.

Required Skills and Abilities to: Plan and organize the work of the team; encourage and facilitate cooperation; interpret laws, rules, and regulations relative to the section and group; communicate orally and in writing; determine training needs of staff; establish collaborative working relationships with all levels within Metropolitan; install, monitor, tune, and troubleshoot database software and data center hardware; UNIX scripting; and utilize network communication software and Oracle development tools.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates
- None

Licenses
- Valid California Class C Driver License

Registrations
- None

PHYSICAL DEMANDS/WORK ENVIRONMENT
The physical demands and work environment characteristics described here are representative

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of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment,   avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements.

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