

Terms of Reference - Database Administrator

Job purpose

The job holder is responsible for maintaining, monitoring and tuning multiple Databases and Data Center Operations. In addition, he/she will also have to keep track of the evolving technologies and trends and identify useful ones that can contribute to the overall achievement of the business goals.

Key responsibilities

- Install, monitor and troubleshoot Oracle and other RDBMS packages in production, development and test environment;
- Install, monitor and troubleshoot databases and all database objects relating to CBS and other applications;
- Install and maintain system software and applications software;
- Implement and enforce security of all databases;
- Tune the database regularly for performance;
- Backup, restoration and archiving of databases and database objects;
- Ensure replication of database and software to DR-Site and ensure that they are in Sync with DC;
- Periodically switch operations between DC and DR site;
- Ensure 100% availability, reliability and maintainability of DC and systems;
- Proactively monitor and recommend capacity augmentation and system upgrade;
- Escalate and track issues with hardware, software and support vendors; and
- Maintain and update production documentations that accurately reflect any change.

Areas of contribution

- Proactive identification of technology and products that will open up new business opportunities/ services;
- Disaster Recovery plan testing;
- Developing policy documents relating to operations, security, application development etc.;
- Time and cost overrun in implementing the new IT projects; and
- Controlling expenses within budget

Authorities and Decision Making

- Authority to enable/disable/modify users as and when required;
- Authority to patch data/scripts to correct data error/ inconsistencies;
- Select and recommend open software tools for improving efficiency;
- To call specific staff to ITD from branches for addressing recurring problems;
- Rotate staff in Data Center as and when required for maintaining continuity of services and broadening internal skill levels; and
- Escalate issues to vendors as and when required and also prioritize/ reprioritize issues.

Experience & knowledge required

- At least 7 years of experience
- Experience with Solaris Linux, ATM Switch, Oracle Database Administrator, IT Infra support and OS Administrator would be preferred;
- Good written and oral communication, preferably in English and local languages as well as ability to maintain inter-personal relationships; and
- Ability to understand and absorb new technologies and interest in continuous learning.

Complexity & judgment

- Impact of technology trends and changes on business as well as performance aspects;
- Understanding and analyzing performance/ reliability/ security related incidents experienced by external organization;
- Ability to suggest quick work-around solutions to report anomalies/ failures;
- Determine appropriate time for upgrade/ replacement of systems and system components; and
- Anticipate emerging technology trends and identify potential training and utility possibilities.

Freedom of decision-making

- Temporarily or permanently change Database settings to prevent/ minimize user problems;
- Use of various open software tools for improving efficiency;
- Recommend to CIO remote access to system by vendors and others for resolving support/ technical issues related to Database; and
- Restart/ restrict Database and other services to resolve temporary issues and to ensure continuity of services.

Others

- Perform any tasks assigned by Chief Information Officer and the Management; and
- Knowledge transfer initiatives.
- Any other matter not concern by these terms of reference shall be as per the decision of the Management or the Board, if required.