

**Position Title:** Junior Database Administrator / Data Analyst

**Department:** Information Technology

**Status:** Non-Exempt

**Salary:** \$50,000 - \$60,000/year

**POSITION SUMMARY:**

Administer and maintain a Microsoft SQL Server environment generating reports based on operational and project based requirements within the WHA. Installs, troubleshoots, and repairs desktop computers, laptop computers, and smartphones. Installs related peripherals, operating system, and application software. Respond to help desk tickets, and assist in creating, managing, and revising reports, or databases, as needed. Assists in maintaining and updating WHA website.

**ESSENTIAL FUNCTIONS:**

1. Performs day to day database administration tasks such as:
  - a. patches upgrades and change management;
  - b. backup/recovery management;
  - c. controls and monitors user access to databases and maintain database security;
  - d. performance tuning.
2. Investigates data quality problems; conducts root-cause analysis; corrects errors; works with department heads to improve processes.
3. Generates operational and project-based reports utilizing:
  - a. SQL Server Reporting Services (SSRS);
  - b. Crystal Reports;
  - c. Microsoft Office.
4. Works with various departments defining and creating reporting requirements.
5. Optimizes or enhance current reports.
6. Installs desktop computers with a Windows operating system and required software applications to function in a client server network environment;
7. Troubleshoots and installs or replaces various PC components and installs required device drivers;
8. Performs various data entry functions to maintain department records;
9. Provides Help Desk technical support to users;
10. Assists with updates to the WHA website, user portals, and dashboards, as needed;
11. Maintains hardware inventory and records equipment relocation;
12. Works with the Network Administrator to research pricing on computers, computer components, printers and related equipment;
13. Assists the Network Administrator in the administration of the computer network, including resolving network connectivity problems with computers and printers.



**OTHER RESPONSIBILITIES:**

1. Performs similar job-related duties as assigned.
2. The tasks of this position are typical for working in an office environment. An employee is regularly required to perform tasks while sitting at a desk, using normal hand dexterity.
3. Mobility is required, including standing, bending, moving about, and sitting. Must be capable of lifting and moving various objects, up to fifty (50) pounds.
4. Travel to other office locations (within the City of Worcester) is required, so reliable transportation, and a valid, insurable driver's license is required.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Four (4) year college degree in a computer-related field;
2. Microsoft Certified Solutions Associate, Microsoft Certified Database Administrator, or Microsoft Certified Professional certification;
3. Minimum two (2) years' experience with Microsoft SQL Server Databases 2005, 2008, and 2012;
4. Minimum two (2) years' experience working in a Microsoft Windows environment;
5. Experience installing, troubleshooting and tuning Microsoft SQL databases preferred;
6. Familiarity with Emphasys public housing software preferred;
7. Knowledge of anti-virus software and virus removal tools;
8. Ability to work independently;
9. Ability to be relied upon to be available for work;
10. Strong analytical and problem-solving skills; comfortable working with data and resolving complex issues;
11. Strong interpersonal communication skills;
12. Strong verbal and written communication skills; ability to interpret technical language and translate for business users.