CITY OF SANTA CLARA, CALIFORNIA
ELECTRIC UTILITY DATABASE ADMINISTRATOR
(432)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Education and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Information Systems, Computer Science, Business Administration, Industrial Engineering or related field;
- Four (4) years of professional experience as a Database Administrator working with Oracle databases, providing database development and support; and
- Experience working with Microsoft Windows and Linux platforms.

Desirable Qualifications:

- Experience working for an Electric Utility or other municipal utility.
- Certification in Geographic information Systems (GIS) Administration.
- Experience with OSISoft PI Historian and Asset Framework (AF).
- Experience with Oracle Database Appliance.
- Experience with Virtualization.

LICENSE/CERTIFICATION

Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

DISTINGUISHING CHARACTERISTICS

The Electric Utility Database Administrator is a classified position responsible for providing operation of critical utility database applications, including Geographic Information Systems (GIS), PI Historian, metering, meter data management, power trading, and scheduling applications. The incumbent will participate in complex project teams and work on components of larger implementations.

TYPICAL DUTIES

Duties may include, but are not limited, to the following:

Under general supervision:

- Create and design databases for the Electric Utility Department
- Document database architecture using Standard Operating Procedures (SOP)
- Install and test upgrades and patches based on requirements provided by the software application vendors
- Monitor system performance using built-in or third party tools such as Enterprise Manager, Spotlight, SQL Diagnostic Manager
- Create PI Historian Asset Framework components for implementation
- Plan, implement, and maintain sound backup and recovery policies and procedures

- Evaluate, approve, schedule, plan and supervise the installation and testing of new and improved energy management software products
- Review new technologies and determine compatibility with existing systems
- Plan, coordinate, and implement information security measures to safeguard sensitive utility information against accidental or unauthorized damage, modification or disclosure
- Update procedures and policy documentation when needed
- Maintain security roles and access levels for databases and applications
- Design, implement, maintain, and forecast storage requirements for applications and databases
- Develop standards and guidelines to guide the use and acquisition of software applications
- Prioritize technical support for critical systems based on departmental needs and Support Level Agreements (SLA)
- Provide 24/7 support, on a rotational basis, for database and/or application issues
- Respond to tickets or requests for assistance on database, server, or application issues
- Analyze, consolidate and tune databases for optimal efficiency
- Attend vendor sponsored training on new software or application upgrades
- Interact with vendors and software consultants for major system upgrades or technical problems
- Act as system administrator for energy management systems, including the Geographic Information System (GIS), nMarket, Cascade, and Power Base
- Perform other related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES
Knowledge of:
- Backups, restores, recovery models, database shrink operations, DBCC commands, clustering, RAC, virtualization, Oracle Database Appliance, Database mirroring, replication, RMAN
- SQL Server tools (Profiler, DTA, SSMS, SAC, SSCM, PerfMon, DMVs, system sprocs)
- Complex database design, architecture, implementation and maintenance using Oracle, Linux, SQL Server, and Operating System Windows
- Project and workload planning and workflow process improvement methodologies; and
- Environmental and safety practices, procedures and standards, e.g. OSHA, Federal, State and local rules and regulations

Ability to:
- Understand and carry out highly complex technical tasks
- Communicate logically and clearly, both orally and in writing; follow oral and written instructions
- Diagnose and troubleshoot database and application related issues
- Exercise good judgment in structuring and organizing work and setting priorities, balancing the interests of vendors, contractors, and users and readily readjusting priorities to respond to demands
- Work effectively and coordinate multiple projects and complex tasks simultaneously in time-sensitive situations and meet deadlines
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public

- Build relationships by promoting collaborative partnerships with department peers, vendors, employees from the City's Information Technology (IT) Department, and others contacted in the course of work
- Identify, research and gather relevant information from a variety of sources to understand criticality of applications
- Analyze database issues and trends, evaluate alternatives and recommend appropriate course of action
- Exercise sound and independent judgment, conduct independent analyses, and make recommendations on difficult issues and
- Sit or stand for extended periods of time and bend, stoop, crawl, climb, and lift 25 pounds of static weight, as necessary to perform assigned duties

OTHER REQUIREMENTS
- Must be able to perform all of the essential functions of the job assignment.
- May be required to work unusual hours and be available on an "on call" basis in the performance of work duties and in emergency situations.

SUPERVISION RECEIVED
Works under the general supervision of an Electric Division Manager or other supervisor as assigned.

SUPERVISION EXERCISED
Provide technical direction and training to staff, contractors and vendors as needed.