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| **CAREER FAMILY:** Information Technology | **CAREER SERIES:** ERP Application DBA | | **CAREER LEVEL:** Intermediate | |
| **CLASSIFICATION TITLE:**  ERP Application DBA | **JOB CLASSIFICATION CODE:** | **FLSA:** | **EEO CODE:** | **CAREER SERVICE STATUS:** |
| **CLASSIFICATION SUMMARY:** The ERP Application DBA works under moderate supervision to administer on premise, cloud, and hybrid enterprise resource planning (ERP) applications such as Oracle E-Business Suite (EBS), PeopleSoft, and related BI analytics/reporting systems by managing the database, middleware, and/or application tier technologies to achieve and maintain performance, availability, and security. The ERP Application DBA conducts work assignments of increasing complexity and applies moderate problem solving ability while working under defined guidelines. | | | | |
| **DUTIES:**   * Provide proactive support of databases, middleware, integration, and/or application tier technologies. Support, patch, upgrade, and tune large enterprise application systems, technical software products and components, and various middleware, integration, and reporting technologies. * Respond to and support ERP application teams on system updates, projects and troubleshooting system issues. * Assist ERP application teams with integration support; identify and remedy potential problem areas during the development and testing phase of application projects. * Participate in technology projects and system upgrades. * Perform system administration tasks such as patching, upgrading, cloning, new application instances, job scheduling, operational release migrations, and technical support to ERP application teams. * Perform ERP application system administration tasks such as configuration and troubleshooting of workflow, concurrent manager/job schedulers; monitor alerts and run system analyzers and diagnostics to resolve errors. * Assist in troubleshooting errors/failures by responding to infrastructure, database, middleware, and/or application errors and failures. * Execute change control and promotions activities, administer change/release management systems, upgrade, troubleshoot, and modify configurations, and create new change management workflows and approval rules. * Collaborate with analysts, designers, and system owners in the testing and deployment of newly integrated software programs and applications. * Liaise with software developers and engineers to address issues in program logic and the interoperability of new applications with existing systems software. * Develop operations procedure documentation. * Request infrastructure changes from IT systems engineers, network teams, and infrastructure managed services providers. * Contribute to measurable team and/or organizational objectives and outcomes. * Perform other duties as assigned. | | | | |
| **REQUIRED EDUCATION:**  Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position | | | | |
| **REQUIRED LICENSES/CERTIFICATIONS:**  Some licenses, certifications, and other requirements determined to be necessary to meet the business needs of the employing unit may be required | | | | |
| **CLASSIFICATION HISTORY:**  MM/YYYY - Created | | | | |