UW HEALTH JOB DESCRIPTION

Database Associate

Job Code: 330026	**FLSA Status: Exempt**	**Mgt. Approval: J. Reneau**	**Date: November 2022**
Department: IS – Infrastructure		**HR Approval: M. Grayson**	**Date: November 2022**

JOB SUMMARY

The Database Associate assists with the design, installation, and maintenance of our database and Epic environments. This includes SQL, Oracle, Epic IRIS databases, Interconnect, Hyperspace Web, and Web Blob. The Database Associate applies knowledge of server, database, network, and operating system troubleshooting skills to support highly available systems in a 24/7/365 medical environment.

A Database Associate assists with daily tasks and incident resolution that help strengthen our environment and contribute to the effective management of databases and project work. The Database Associate will help resolve issues that have moderate complexity and escalate to higher-level staff members when needed.

As a contributing member of the database delivery team, the Database Associate will participate in small to medium projects with a minimal to medium level of complexity.

MAJOR RESPONSIBILITIES

Deliver Database Services
- Aid in the success of application lifecycle management of our electronic medical record, ancillary applications, and IRIS databases on multiple platforms.
- Assist with building, monitoring, and optimizing the performance of our SQL and Oracle database servers while aligning to our strategic mission.

Improve Processes and Standards
- Stay current with present and emerging database technologies/trends utilizing new features when applicable in our environment.
- Document department best practices to ensure standardization across all environments.
- Write and maintain scripts to improve system management tasks.

Effective Team Member
- Participate in cross functional team capacity planning exercises related to environment, database, and applications ensuring vendor best practices.
- Collaborate and consult with users, system administrators, and systems programmers to overcome operational and/or technical issues and problems.
- Utilize strong interpersonal skills in dealing effectively with diverse skill sets and personalities and work effectively as a team player.

Technical Growth
- Maintain professional growth and development through courses, online training, conferences, and self-directed research.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field Two (2) years of relevant experience and education may be considered in lieu of degree
	Preferred	Bachelor's Degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	Demonstrated success assisting infrastructure technology implementations. Demonstrated success building and managing server operating systems including Windows and Linux environments. Demonstrated success isolating and remediating issues in a highly available environment. Demonstrated success assisting with performance optimization of supported systems without negatively affecting business operations.
	Preferred	One (1) year experience within a large-scale database/server support environment.
Licenses & Certifications	Minimum	None
	Preferred	Red Hat Certified System Administrator (RHCSA) Microsoft Certified Azure Database Administrator Microsoft Certified Database Administrator (MCDBA) Epic Operational Database Administrator (ODBA)

Required Skills, Knowledge, and Abilities	Information Services (IS) Core Competencies:
	Emerging competency in the following areas:

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Emerging competency in the following areas:
- Communication
- Critical thinking

Position Specific Competencies:
Emerging competency in at least three (3) Database competencies including:
- Knowledge of scripting languages (KornShell/Perl/PowerShell) to automate processes.
- Knowledge of building, testing, and executing a disaster recovery plan.
- Understanding the design of Cisco NetScaler load balancing configuration(s).
- Experience managing multiple operating systems, including Windows Server, Linux.
- Ability to identify and mitigate vulnerabilities on supported systems in a highly available environment.
- Experience performing tests and evaluations regularly to ensure data security, privacy, and integrity.
- Understanding of performance metrics to monitoring system performance and troubleshoot issues.
- Understanding logical volume management concepts within Linux and ability to create and maintain them.
- Ability to provide cost analysis, forecast, and plan for changes to supported systems/applications as part of annual expense planning.
- Understanding project management tools including charters, plans, task/issues list(s).
- Knowledge of applying upgrades and updates to Epic ODBA environments.
- Experience creating policy and procedure standards for database management.
- Understanding of structure and support of networking and firewall use for enterprise resources.
- Comprehension of Linux operating system including command line, navigating directory structures, file manipulation, and network management tools.
- Ability to implement and maintain network storage technologies.

Other Preferred Skills, Knowledge, Abilities:
- Experience supporting critical infrastructure in a 24x7x365 environment.
- Understanding of network, database, and operating system security concepts and best practices.
- Ability to work with people of varying skills and personalities.
- Excellent troubleshooting and analytical skills.
- Project management abilities for cross-team and internal projects.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	**Sedentary:** Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally, and other sedentary criteria are met.	**Up to 10#**	**Negligible**	**Negligible**
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	**Up to 20#**	**Up to 10#** or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	**Negligible** or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	**20-50#**	**10-25#**	**Negligible-10#**
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	**50-100#**	**25-50#**	**10-20#**
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	**Over 100#**	**Over 50#**	**Over 20#**

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.