

NEOnet

Northeast Ohio Network for Educational Technology

Job Description

TITLE: Database and Application Support Specialist

Under the direction and supervision of the NEOnet Assistant Director of Technology Services, the Database and Application Support Specialist is responsible for the delivery of technical support services on key applications provided to all participating educational entities.

MAJOR RESPONSIBILITIES:

1. Develop and maintain an understanding of the technical aspects of the NEOnet operations.
2. Maintain the backup, tuning, and performance of the core application databases.
3. Provide high level technical support to NEOnet application support staff.
4. Intimately understand the design and function of each core database.
5. Provide training to educational entities on data access and the tools used to gather data in a form useful to them.
6. Perform security maintenance of network access and applications.
7. Perform upgrades to the core applications web and database components.
8. Perform other duties as assigned by the Executive Director.

REQUIRED QUALIFICATIONS:

1. 2+ years experience with Microsoft SQL Server 2000/2005, Stored Procedures, T-SQL, Reporting Services, Performance Tuning, and SQL.
2. Experience with Microsoft IIS web server and basic knowledge of Active Directory.
3. Extensive knowledge of computer operating systems and ability to use associated computer equipment.
4. Significant experience in use of hardware and software tools needed to perform related tasks.
5. Ability to read and understand technical documentation.
6. Ability to work cooperatively and harmoniously with many individuals of varying backgrounds and to handle information professionally and confidentially.
7. Ability to organize tasks into a logical and purposeful sequence.
8. Provide problem-solving initiative and cultivate resources available from other OECN sites, the Ohio Department of Education, and associated commercial vendors.

DESIRED QUALIFICATIONS:

1. Minimum of two year degree in Computer Science or equivalent.
2. Professional certification in related areas.

REPORTS TO: NEOnet Assistant Director of Technology Services

SUPERVISES: None

"The employee shall remain free of any alcohol or nonprescribed controlled substance abuse in the workplace throughout his/her employment in the Council."