

JOB DESCRIPTION

Database Analyst



Purpose

The Database Analyst is a key role within the Business Applications team of the Information Technology Department. This position is responsible for managing, optimizing, and securing the organization's databases that support critical business applications. The role ensures the integrity, performance, and availability of all database systems, while implementing best practices in database management to support the organization's application landscape and data-driven decision-making processes.

Core Functions

1. Manage and optimize database performance for business applications.
2. Develop and implement database structures to meet organizational and application needs.
3. Ensure data security and integrity through robust policies and procedures.
4. Perform database maintenance, upgrades, and migrations in coordination with application updates.
5. Conduct performance monitoring and troubleshooting for application databases.
6. Develop and maintain documentation for database processes and standards.
7. Provide technical expertise and support for database-related aspects of business applications.

Role Dimensions

Reports to:	Business Applications Manager
Department:	Information Technology
Job Level:	T2
Location:	Head Office, Port Moresby
Direct Reports:	None

Person Specifications

- Bachelor's degree in Management Information Systems (MIS), Computer Science, Information Systems, or Information Technology.
- Minimum 2 years of experience in database management, preferably in a business applications environment.
- Advanced proficiency in Structured Query Language (SQL) and database management systems (e.g., MS SQL Server 2022, Oracle, MySQL).
- In-depth knowledge of database technologies, architecture, and data security as they relate to business applications.
- Strong understanding of best practices in database management and application integration.
- Experience with data modelling and design for business applications.
- Familiarity with business intelligence, data warehousing, and API integration concepts.
- Knowledge of finPOWER, emPOWER, or similar financial software databases is advantageous.
- Relevant certifications (e.g., Microsoft Certified: Azure Database Administrator Associate, Oracle Database Administrator Certified Professional) are desirable.

Core Competencies

- Advanced analytical and problem-solving skills.
- Strong attention to detail and organizational skills.
- Excellent communication skills, both written and verbal.
- Ability to work effectively in a team environment.
- Proactive approach to identifying and resolving database issues.
- Commitment to continuous learning and staying updated with database technologies.
- Ability to balance technical requirements with business needs.
- Strong ethical standards in handling sensitive data.

Technical and Professional Competencies

- **Technical Expertise and Problem-Solving:** Demonstrates strong analytical skills and in-depth knowledge of database management, with the ability to diagnose and resolve complex issues that impact application performance.
- **Business Acumen and Adaptability:** Balances technical best practices with business needs and application requirements, showing adaptability to changing technological landscapes and an understanding of how database management impacts overall business operations.
- **Proactive Management and Attention to Detail:** Takes a proactive approach to database management, identifying potential issues before they affect operations, and maintains a strong focus on data integrity and security.
- **Effective Communication and Collaboration:** Works collaboratively within the Business Applications team and communicates complex technical concepts clearly to both technical and non-technical stakeholders.
- **Time Management and Resilience:** Efficiently manages multiple priorities in a fast-paced environment, demonstrating resilience and composure when working under pressure or on time-sensitive projects.
- **Continuous Learning and Customer Focus:** Maintains a drive for ongoing professional development in database technologies and best practices, coupled with a customer-service oriented mindset that prioritizes end-user experience.

Role Specific Areas of Responsibility

Operational

1. Database Management and Optimization for Business Applications

- Enhance the scalability and performance of existing database architecture supporting business applications.
- Develop database structures and features according to application and organizational needs.
- Conduct regular performance tuning and optimization of database systems for optimal application performance.
- Implement and maintain database indexing strategies aligned with application requirements.
- Manage database capacity planning and growth in coordination with application development plans.

2. Data Security and Integrity

- Develop and implement data security policies, procedures, and controls in line with application security requirements.
- Ensure compliance with data protection regulations and standards relevant to business applications.
- Implement and manage database access controls and user privileges in coordination with application access policies.
- Develop and maintain data backup and recovery procedures for critical business application data.
- Conduct regular security audits of database systems supporting business applications.

3. Maintenance and Upgrades

- Perform routine database maintenance tasks to support continuous application availability.
- Plan and execute database upgrades and migrations in coordination with application update schedules.
- Manage database software upgrades related to business applications.
- Implement and maintain database high availability and disaster recovery solutions for critical business applications.

4. Performance Monitoring and Troubleshooting

- Conduct diagnostic tests and evaluate performance metrics for application databases.
- Monitor database system health and performance in relation to application performance.
- Troubleshoot and resolve database-related issues affecting business applications.
- Optimize query performance and database design for improved application responsiveness.

5. Documentation and Standards

- Develop and maintain comprehensive documentation for database processes and procedures related to business applications.
- Ensure compliance with best practices in database management within the context of application support.
- Create and maintain data dictionaries and metadata repositories for business application databases.
- Document database schemas, data flows, and system interdependencies for business applications.

6. Reporting and Analysis

- Prepare and present database performance reports to the Business Applications Manager.
- Analyze database usage patterns in business applications and provide recommendations for improvements.
- Support data-driven decision-making by providing insights from database analysis to application teams.

	<p>7. Project Support and Collaboration</p> <ul style="list-style-type: none"> • Provide technical expertise for database aspects of business application projects. • Collaborate with the Data Strategy group and/or application developers to ensure efficient database integration and optimal application performance. • Support business intelligence and reporting initiatives related to business applications. • Assist in data migration and integration projects for new or updated business applications. <p>8. Additional Responsibilities</p> <ul style="list-style-type: none"> • Stay informed about developments and trends in database management relevant to business applications. • Evaluate new database technologies and tools for potential adoption in the business applications landscape. • Support the development of data governance policies and procedures for business applications. • Assist in capacity planning and budgeting for database infrastructure supporting business applications. • Perform other duties as assigned by the Business Applications Manager and/or HoIT.
<p>Technical Expertise and Collaboration</p>	<ul style="list-style-type: none"> • Provide technical leadership in database design and architecture for business applications. • Collaborate effectively with other members of the Business Applications team to ensure integrated systems and processes. • Communicate complex database concepts to non-technical stakeholders and application owners. • Continuously enhance personal technical skills and knowledge in database management and its application to business systems.