POSITION DESCRIPTION

Arkansas Supreme Court
Administrative Office of the Courts
Court Information Systems Division
AOC Database Administrator

Grade C130

The Administrative Office of the Courts (AOC) is the administrative arm of the Arkansas Supreme Court. The Court Information Systems Division is responsible for providing technological support to the State's courts, maintaining accurate information regarding court case loads, and for providing and supporting automated jury and case management and related online applications to Arkansas courts.

Summary

The AOC Database Administrators are responsible for developing and supporting AOC application relational databases including standalone, client-server, Oracle Form and web-based databases. DBAs are also responsible for assisting in the development and execution of data conversion and migration programs between disparate systems. DBAs are required to be familiar with the applications for which they are providing database administration, and experts in the technologies used to develop and manage application databases.

Education/Experience

The formal education of a bachelor's degree in Computer Science or a related field and five years relevant experience, or eight years of relevant experience is required, including five years as an Oracle database administrator. Relevant advanced technical certifications, and experience managing Oracle database and application servers in an Oracle RAC and web-based environment are highly desired. Knowledge of Arkansas court systems and understanding of the use of technology in court applications is highly desirable. DBAs must have strong computer and communication skills, including proficiency in using Windows, and Linux server operating systems, Microsoft Outlook and Microsoft Office, strong interpersonal skills, excellent organizational skills, the ability to work independently, multitask and the ability to meet deadlines. DBAs must be familiar with industry accepted business practices and Oracle database development and support methodologies.

Required Knowledge, Abilities, and Skills

- Some knowledge of Arkansas court case management practices, business processes and procedures is helpful.
- Knowledge and experience in an Oracle RAC Environment is a plus.
- Knowledge and experience of using Dataguard.
- Knowledge of basic documentation and record keeping procedures.
- Knowledge of database design and development methodologies, including change and version control.
- Knowledge of database administration in Linux, and Windows server operating system environments using Oracle, MySQL, and Windows SQLServer.
- Expert knowledge of SQL, PL/SQL.

- Knowledge of Object Oriented Programming languages and development methodologies.
- Expert Knowledge of database design.
- Knowledge of state-of-the art programming and development techniques.
- Knowledge of database backup, restoration, and disaster recovery procedures.
- Ability to assist programmers developing reports using Oracle Reports, Crystal Reports, Jasper, Business Intelligence.
- Ability to assist programmers developing database applications using COBOL, Java, JavaScript, Windows .NET framework, XML, Cold Fusion, HTML, C, C++, ProC, Perl, Oracle Forms, Data Junction.
- Ability to develop, optimize, tune and maintain Oracle database and application servers.
- Ability to apply upgrades and patches to Oracle databases and applications.
- Ability to effectively multitask.
- Ability to work independently and as part of a team.
- Ability to lead a team composed of members from disparate groups and differing levels of expertise and technical abilities.
- Ability to work well under pressure and meet deadlines.
- Ability to supervise and manage the work of others.
- Ability to operate standard office equipment and computer software.
- Ability to perform mathematical calculations and to analyze and evaluate database and application performance data.
- Ability to provide database application support in person and by telephone or e-mail to judicial branch employees.
- Ability to write and execute database design specifications.
- Ability to develop and debug stored procedures, database packages, and database views.
- Strong analytical and creative problem solving skills.
- Strong interpersonal skills.
- Excellent oral and written communication skills including the ability to communicate effectively with court and non-court, legal and non-legal, technical and non-technical persons.
- Other duties as assigned.

Examples of Work

- Monitor, optimize and tune application databases for maximum performance.
- Troubleshoot user-reported database issues.
- Work with Computer Support, Application Support and Regional Support Groups to provide technical assistance to application users when needed.
- Document and report on daily progress, procedures and activities.
- Maintain database and application server documentation.
- Daily Oracle database administration, creation, performance tuning, backup and recovery of Oracle systems including single instance and multiple instance (RAC) databases.
- Daily Oracle application server administration.
- Install and upgrade Oracle Server, clients and application development programs.
- Evaluate Oracle features and Oracle related products.
- Work with software vendors to identify and resolve technical problems.
- Allocate system storage and plan future storage requirements for all database systems (capacity planning).

- Create primary database storage structures (tablespaces) and primary objects (tables, views, indexes).
- Modifying the database and physical structure of the database, if necessary.
- Control and monitor user access to the database.
- Establish and maintain sound backup and recovery policies and procedures.
- Setup and maintain documentation and standards.
- Assist developers with data modeling and database design.
- Develop, maintain and manage utilities for monitoring and maintaining the Oracle database environments.

Working Relationships

The DBAs have regular contact with elected court officials and court staff, department staff, other state agency/institutions personnel. As representatives of the AOC, the DBAs must maintain a high degree of integrity, decorum and respect for court personnel at all times and possess the ability to communicate with court personnel on all levels. These positions work closely with AOC technical and non-technical staff to develop and maintain application databases that will be used by members of the judiciary and the public. DBAs are assigned to the Software Group and report to the Software Manager.