Position Summary: The Enterprise Application division within Technology Services (TS) manages the enterprise applications and services that support the university. These include the ERP solution for financials, human resources, campus services; donor relationship management; decision support systems and other key applications. The role of the Enterprise Applications group includes planning and implementing functional changes and software updates to enterprise applications; and operating and maintaining the production systems to maintain performance, availability and security of enterprise applications and their data.

The Database Administrator II develops, implements, administers, and maintains procedures for ensuring the security and integrity of databases supporting university enterprise applications. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Participates in projects to implement, test and design ERP systems and applications, installs new software releases and system upgrades, and ensures the reliable performance of these systems. Implements information security policies and procedures; completes tasks designed to ensure security of the university’s systems and information assets.

Essential Responsibilities Include:

Perform day-to-day security related activities and process requests for ERP environment, activities include:

- Ensures all security requests are complete and have met the audit requirements for approval – manager and data steward.
- Provisions and de-provisions ERP accounts.
- Ensures that appropriate roles, permission lists, and row level security exists for all functional areas.
- Appropriately manages ERP Security based on the request received - row level, query level, roles and permission lists and user profiles.
- Analyzes and resolves security and access problems.
- Writes and maintains complete security process documentation related to security design, implementation, processes and practices.
- Maintains security structures for delivered and customized ERP applications.
- Maintains and migrates security across multiple databases in support of database refresh activities.
- Develops, implements, and supports common security related solutions and processes.
- Participates in project and major release efforts, to include participation in project meetings and User Acceptance Testing.
- Routinely audits security in all environments, ensuring that all users are appropriately provisioned for their work function.
- Works closely with IT security auditors (internal and external) to support their requests while performing an audit.
- Works closely with support teams to better understand complex security requests and modularize the provisioning process.
- Anticipates the implications and consequences of situations and takes appropriate action to be prepared for possible contingencies.
- Provides metrics to support the number of requests received, processed and serviced.

Design and develop security model – Security framework, account provisioning, de-provisioning, auditing and reporting, activities include:

- Periodically reviews and analyzes the current security request process and identifies opportunities for improving the process.
- Designs and develops the security request process to gain efficiencies and turnaround time to process requests.
- Works closely with stakeholders, data stewards, UISO and customer design and develop new security models to streamline the security structure within PeopleSoft.
- Develops the security framework that is repeatable (can be expanded over all modules) and streamlined to focus on ‘Role Based’ rather than ‘Person Based.
- Designs, develops, and test solutions to address problems.
• Works closely with ERP development teams when complex security requests are presented or security issues are reported to troubleshoot and resolve in a timely manner.
• Collects and researches specific requirements for reported issues or requests, identifies requirements, gathers workflow data and basic system and reporting specifications.
• Designs and develops security audit reports to catch anomalies and remediate appropriately in a timely manner.
• Defines appropriate metrics to measure performance and ensures data is collected, reported and reviewed regularly.
• Documents the complete ERP Security process including and not limited to – security request, approval, provisioning and de-provisioning, auditing, reporting etc.
• Documents the complete configuration and setup of ERP security framework including and not limited to – user profiles, roles and permission lists, query level access, row level security setup etc.

Administer databases, activities include:
• Install, configure and maintain database software.
• Create and manage databases as needed to support university enterprise applications and other Technology Services initiatives.
• Create and maintain a database backup strategy that is aligned with organizational needs, and perform the backup operations required by that strategy.
• Take appropriate, timely action to resolve database problems when they occur; perform root cause analysis and follow up to ensure the issues are addressed at the root level.
• Design and implement procedures or software to enhance and/or automate database administration tasks; document programs and procedures; ensure that automated tasks are performed correctly.
• Monitor and maintain the integrity and security of database systems and data; design and implement changes to avert problems.
• Monitor, analyze and report on utilization and performance trends of the databases and related infrastructure, identify potential performance or capacity problems, design and implement changes to avert problems.
• Maintain inventory and documentation of databases and related infrastructure, including specifications, configuration, diagrams, connections, licensing, product lifecycle and maintenance information; keep documentation updated and accurate.
• Maintain up-to-date technical knowledge of the database software in use at the university.
• Coordinate with external vendors to resolve technical problems.

Administer ERP systems, activities include:
• Install, configure and maintain ERP system software.
• Monitor, analyze and report on utilization and performance trends of the ERP systems, identify potential performance or capacity problems, design and implement changes to avert problems.
• Conduct regular performance tuning.
• Take appropriate, timely action to resolve ERP-related hardware, software and system problems when they occur; perform root cause analysis and follow up to ensure the issues are addressed at the root level.
• Monitor and maintain the integrity and security of ERP systems; design and implement changes to avert problems. Activities include the following:
  o Periodically review access logs to ensure appropriate security and privacy of data.
  o Implement and maintain database auditing tools to collect database activity based on defined policies.
  o Review database encryption technologies and provide recommendations; implement approved solutions.
• Identify new software releases and required system upgrades and patches.
• Maintain inventory and documentation of installed ERP instances and related infrastructure, including versions and instance lifecycle; keep documentation updated and accurate.
• Maintain up-to-date technical knowledge of the ERP software in use at the university.

Design and implement enhancements to the databases and related enterprise application infrastructure, activities include:
• Participate in projects to implement, test and design ERP systems and applications.
• Design and develop plans to enhance or update the database and enterprise application infrastructure; research methodologies and products, and establish technical requirements; define project scope, requirements, and deliverables, and develop a project plan to meet objectives.
Coordinate activities for assigned projects, including performing assigned tasks and coordinating with external providers or contractors, ensuring project remains on schedule and that work accomplished meets specifications.

Ensure appropriate documentation, including configuration settings, is written and maintained.

Perform migration to the production environment of new or enhanced systems and services, ensuring minimal disruption to current operations and adhering to established change control practices and procedures.

Ensure rigorous application of information security/information assurance policies, principles, and practices in the delivery computing services.

Develop database- and enterprise application-related contingency plans and design disaster recovery services and procedures.

Investigate and report on feasibility of new technology as it pertains to the University's database systems or enterprise applications.

**Provide technical support, in a pleasant, professional and courteous manner, activities include:**

- Acts as top tier support for critically escalated issues related to ERP security.
- Evaluates new products and services related to application security provisioning, auditing, integration etc.
- Provide technical support for other Technology Services departments and groups, including the Service Desk, as required. Serve as technical liaison to non-university vendors or technical organizations as required. Supervises the work assigned to contractors (if engaged) during security related projects.
- Serves as security administrator for other applications as required.
- Processes assigned service request tickets according to established procedures and SLAs.
- Performs expert-level troubleshooting and resolution of database and enterprise application infrastructure problems, including root cause analysis, and recommend improvements to minimize impact of future occurrences. Coordinates with other campus groups and external vendors to resolve technical problems as needed. Implements approved improvements.
- Participates in project meetings, security design conversations and integration with third party applications and hosted services.

**Other administrative duties:**

- Work independently or in teams to carry out assignments within the framework established by the supervisor and in conformance with established practices and procedures; bring unexpected or controversial findings to the supervisor's attention.
- Provide regular progress and status reports to the supervisor.
- Create and present written or oral briefings.
- Cross train staff in infrastructure technologies as required.
- Participate in Enterprise Applications group meetings and activities.
- Participate in interdepartmental Technology Services meetings and project teams as directed, including representing the Enterprise Applications group in Change Control and Operations Quality Review meetings as directed.
- Follow CUA and Technology Services staff guidelines and requirements.
- Perform other job-related duties as assigned by supervisors.

**Minimum Qualifications:** A Bachelor's Degree in Information Technology, Computer Science, or related field, and at least four (4) years’ experience administering enterprise-class databases in a multi-tiered ERP environment. At least two (2) years’ experience as a PeopleSoft Security administrator. Knowledge and experience writing SQL queries and generating reports.

**Preferred Qualifications:** Experience handling annual IT security audits and managing or leading technical team of IT auditors preferred. Higher education experience is a plus.

**How to apply:** forward resume, cover letter and salary requirements (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 101613 in subject line of email. This position is open until filled.

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