

County of Santa Clara

Employee Services Agency

Human Resources

County Government Center, East Wing

70 West Hedding Street, 8th Floor

San Jose, California 95110



Classification Report

Date: October 13, 2023

To: Nina D’Amato, Chief Information Officer
Technology Services & Solutions (TSS) Department

From: Donna Quant, Human Resources Analyst
Employee Services Agency-Human Resources

Reviewed by: Michelle Quon, Assistant Human Resources Director

Subject: Classification Report – Database Administrator

Background

During the 2023 Classification Study Window, a Database Administrator incumbent requested that Employee Services Agency - Human Resources (ESA-HR) study her position to determine if she is appropriately classified as a Database Administrator. The incumbent indicated that her duties are more consistent with a Senior Database Administrator.

In accordance with the Memorandum of Understanding between the County of Santa Clara and Service Employees International Union (SEIU), the labor-management committee reviewed her request and accepted it as part of the 2023 Classification Study Window. ESA-HR conducted the study.

The incumbent works in Technology Services and Solutions (TSS), Shared Technical Services and reports to an IT Manager, who in turn reports to an IT Director. The incumbent does not supervise but leads three (3) staff members on a regular basis.

Findings / Analysis

The incumbent under study is classified as a Database Administrator (DBA) which is part of a classification series with three (3) levels including Associate Database Administrator, Database Administrator, and Senior Database Administrator. The incumbent’s current classification of Database Administrator is defined as, “Under supervision, to perform backup and recovery on Database Management Systems (DBMS), configure database parameters, prototype designs against logical data models, and define data repository requirements, data dictionaries and warehousing requirements.”

The Senior Database Administrator has the same definition; however, the distinguishing characteristics for the levels in the classification series specify differences between levels. They state, in part, “The Database Administrator classification is distinguished from the Senior

Database Administrator classification in that the Database Administrator works on multiple projects as a team member and sometimes as a technical lead; supports multiple databases of high complexity with multiple concurrent users, ensuring control, integrity and accessibility of the data. High complexity projects have the following factors: the outcome objectives are somewhat clearly defined; the installation and upgrades are difficult but easily scalable; the projects contain more than one database or a heterogeneous operating system type; there is high availability for redundancy; and the incumbent is expected to write scripts that integrate operating systems and database jobs.

The Senior Database Administrator classification is distinguished from the Database Administrator classification in that the Senior Database Administrator in addition to working on multiple projects as a team member or serving as a technical lead may also act as an advisor to lower-level Database Administrators or acts as a subject matter expert to other teams; supports multiple databases of mission-critical complexity with multiple concurrent users, ensuring control, integrity and accessibility of the data. Mission-critical complexity projects have the following factors: the outcome objectives are not clearly defined; the installation and upgrades are difficult and specialized, requiring significant efforts to scale; the variety of database management systems are heterogeneous; and the incumbent is expected to write scripts that standardize operation and the Extract/Transfer/Load (ETL) of data occur across multiple databases. This classification is regarded as a database subject matter expert.”

The information gathered from the desk audit, Position Classification Questionnaire (PCQ), and supplemental information provided by the incumbent as well as the immediate supervisor shows:

The incumbent leads three (3) Database Administrators on her team. Daily, she checks the Cherwell (Ask Clara) queue and assigns work to these Database Administrators. She monitors their tasks, answers their questions, and ensures their work is completed, as well as accurate, prior to the tickets/requests being closed. In addition, she documents work processes to train these Database Administrators and assists them in solving problems. These tasks align with the distinguishing characteristics of the Senior Database Administrator who “in addition to working on multiple projects as a team member or serving as a technical lead may also act as an advisor to lower-level Database Administrators” as opposed to the Database Administrator who “works on multiple projects as a team member and sometimes as a technical lead.”

The incumbent is responsible for developing Extract/Transfer/Load (ETL) solutions to extract data from multiple data sources to the SQL server. She develops, implements, and schedules these solutions. The incumbent performs ETL work every day and spends approximately 35% of her time doing so. This task aligns with the distinguishing characteristic of the Senior Database Administrator who is responsible for “the Extract/Transfer/Load (ETL) of data occur across multiple databases”. In addition to developing, implementing, and scheduling ETL solutions, the incumbent creates support documentation for the solutions. This documentation is shared with the team via SharePoint and can be used by the team to execute jobs when needed, resolve problems, and to troubleshoot future failures. This aligns with the distinguishing characteristic of the Senior Database Administrator who “may also act as an advisor to lower-level Database Administrators”.

The incumbent functions as the primary Microsoft SQL Server database subject matter expert (SME). As the SME, the incumbent served as a SQL database SME for TSS AIM2 for on premises and Azure (cloud). The incumbent performed the upgrade of their database systems from SQL 2012 to SQL 2016 from project planning through implementation. In addition, she served as the SME for the enterprise based ePayroll database upgrade project. This project involved working with live data, extracting data from a variety of data sources, and included many dependencies within the database components.

The incumbent serves as a SQL database SME for TSS GIS for on premises and Azure (cloud). The incumbent is responsible for GIS database infrastructure set up, and she supports annual and quarterly tasks in both Oracle and SQL server. The incumbent is driving the effort to move on premises GIS SQL server databases to Azure (cloud). In addition, the migration of GIS Oracle databases to SQL server is in the initial stages; the incumbent is the SQL expert involved in this.

Functioning as a SQL subject matter expert aligns with the distinguishing characteristics of the Senior Database Administrator who “acts as a subject matter expert to other teams” and “This classification is regarded as a database subject matter expert.” Therefore, it is recommended to reclassify the incumbent to the Senior Database Administrator classification.

Upon reclassification, the incumbent will serve a new probationary period based on Merit System Rule Sec. A25-103, “Effect on incumbents of reclassification.” Salary placement will be in accordance with Personnel Practices A25-661.

Recommendation

- Add one (1) Senior Database Administrator position in BU 0145
- Reclassify one (1) Database Administrator incumbent to Senior Database Administrator
- Delete one (1) Database Administrator position in BU 0145

Fiscal Implications

The recommendation will have a fiscal impact of approximately \$25,439 for the remainder of the fiscal year (assuming 18 pay periods). The annual cost for the recommended action is approximately \$36,745.