

**HOWARD UNIVERSITY**  
**Position Description**

**POSITION TITLE:** Database Technician **SALARY GRADE:** HU-11  
**DATE CREATED:** December 1, 2014 **EEO CODE:** 02  
**JOB CODE:** 2706 **FLSA STATUS:** Exempt  
**BARGAINING UNIT:** N/A

<b>DEPARTMENT:</b> [   ]	<b>POSITION NO:</b>
<b>REPORTS TO:</b>	<b>GRANT:</b> <input type="checkbox"/> No <input type="checkbox"/> Yes

**BASIC FUNCTION:** Under general supervision, the incumbent will perform information technology duties and functions, of varying responsibility, complexity and variety to provide assistance to students, faculty and staff with computer software and hardware.

**SUPERVISORY ACCOUNTABILITY:** Involves no responsibility or authority for the direction of others.

**NATURE AND SCOPE:** Internal contacts include administrators, faculty, students and staff of the department and University. External contacts include vendors, visitors and general public.

**PRINCIPAL ACCOUNTABILITIES:**

- Manages and maintains servers and databases.
- Installs, configures and troubleshoots intranet and network infrastructure components.
- Install and manage approved software packages such as operating systems, word processing, spreadsheet or other professional programs onto servers, laptops and databases.
- Serve in a helpdesk capacity for faculty and students.
- Provide training and instruction to faculty, staff and student on the usage of databases and servers.
- Assists users with multimedia presentations and equipment.
- Report major networking and equipment problems to the Howard University information technology department.
- Communicate with equipment vendors regarding maintenance contracts and upgrade projects.
- Performs other related duties as assigned.

**CORE COMPETENCIES:**

- Knowledge of Windows Server environment, hardware maintenance and network management.
- Experience using Desktop Operating Systems (XP, Vista, LINUX, and OS/X). Versed in Web Technology and database administration.

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Familiar with Smart Board technology and able to provide computer demonstrations and configure notebooks.

Ability to train others in the use of equipment and software; communicate effectively within a diverse population; read and interpret technical documentation; organize work efficiently; and provide a high level of customer service and professionalism.

**MINIMUM  
REQUIREMENTS:**

Bachelor's degree in Information Systems, Computer Science, Computer Technology or a related field and 2-5 years of technical computer support experience. 10 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

**SIGNATURES REQUIRED:**

**SIGNED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department Manager/Supervisor

**CERTIFIED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department of Compensation and Performance Management