NDA
National
Development
Agency

# JOB PROFILE

| POSITION DESCRIPTION | |
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| **Position Title** | **ICT Database and Website Administrator** |
| **Description** | Database and Website Administrator will be responsible for the capacity planning, installation, configuration, database design, migration, information updates, performance monitoring, security, troubleshooting, as well as backup and data recovery. The position will also work closely with Communications and Marketing Directorate to ensure website integration and strategic alignment. |
| **Division** | Corporate Services |
| **Reports To** | Information Technology Manager |
| **Position location** | Head Office |
| **Peromnes Grade** | 9 |
| **Number of Direct Reports** | N/A |
| **POSITION REQUIREMENTS** | |
| **Minimum Qualification** | • National Diploma in Information Technology / Computer Science |
| **Essential Experience** | • Min 2 years of experience in Database administration, Web Development, Microsoft Windows Desktop experience, relevant design work experience |
| **Knowledge** | • Developing Website using (JavaScript, WordPress, CSS, .Net and PHP)<br>• SQL Server, Ms Access and SharePoint<br>• Report writing using Ms SQL report services<br>• Web Development<br>• Knowledge of IT Basics or concepts<br>• JavaScript, WordPress, CSS, .Net and PHP<br>• Knowledge of Search Engine Optimization (SEO) |

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| **Skills & Abilities** | • Communication skills (written and verbal)<br>• Customer service orientation<br>• Interpersonal skills<br>• Initiative |
| **MAIN AREAS OF RESPONSIBILITY** | |
| DATABASE ADMINISTRATION | • Build and develop SQL database which under pin the system and perform data migration.<br>• Monitoring database performance<br>• Making sure the information is protected and backed-up<br>• Ensure the effectiveness of the database tools and services.<br>• Sustain the security and integrity of data<br>• Provide external and internal support on all software application with primary focus on NDA system.<br>• Write complex database queries and to import data and transactions in the applications.<br>• Writing of Stored procedures to enable web and windows applications to interact with SQL Server database.<br>• Management of large data.<br>• Write interfaces to act with other third-party databases.<br>• Maintain software components and ensure reliable deployment of new features.<br>• Provide ongoing user support and training.<br>• Setup and deploy database releases to clients' Quality Assurance, User Acceptance Training and live environments.<br>• Documenting, troubleshooting and problem resolution steps independently.<br>• Perform advanced root cause analysis on bugs and databases.<br>• Configure and maintain in house scripting. |
| WEBSITE ADMINISTRATION | • Meet with clients to assess and reassess their needs for the website administration project.<br>• Create clean, unique and innovate web interfaces using text, color, sound and imagery in banners, icons, menus etc.<br>• Project manage and see through all aspects of website administration and updates.<br>• Track and evaluate performance and edit/adapt the site outlook as needed.<br>• Organize pages in a functional but aesthetically way that attracts users and makes them take action.<br>• Ensure mobile-friendly capabilities of the NDA website.<br>• Optimize website speed by monitoring web server and site technical performance.<br>• Maintain content and oversee day-to-day management of the NDA's internet and intranet and ensure integrity of web pages, quality of content and access security.<br>• Implementing Website Search Engine Optimization (SEO) strategies.<br>• Stay informed on and keep abreast of industry trends. |
| TECHNICAL SUPPORT | • Liaise with suppliers for maintenance and repair of hardware.<br>• Video conference set-up and support. |

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| | • Investigate and follow up on all incidents logged on the fault logging system (including preparation of any documentation required.<br>• Install, upgrade, support and troubleshoot Microsoft product and any other authorised desktop applications.<br>• Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment<br>• Performs remedial repairs on computers, laptops, printers and any other authorised peripheral equipment. |

| **KEY RELATIONSHIP INTERFACES** | |
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| **Internal Relationships - other than reporting lines (manager and subordinates).** * | **External Relationships (With Local/Provincial structures and other key parties, specify)** |
| • All Directorates<br>• Support Service | • Service Providers |

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| Signed by:<br><br>(**Job Holder)** | Authorised by: |
| Date: | Date: |