Job Title:	*Database Administrator (DBA)*
Reports to:	*Director, Information Technology*

The Travel Industry Council of Ontario (TICO) is an organization mandated by the Ontario government to administer the Ontario *Travel Industry Act, 2002* and Ontario Regulation 26/05 which governs all of the approximately 2,400 travel retailers and travel wholesalers registered in Ontario. In addition, TICO administers an industry-financed Travel Compensation Fund.

This **full-time position** offers a unique opportunity for an individual to join an organization of approximately 29 individuals where quality work/life values are embraced while, at the same time, enjoying a challenging, satisfying and rewarding professional experience. As the Regulator of a dynamic travel industry, TICO has a committed and enthusiastic workforce who work hard and are passionate about TICO's consumer protection mandate. Our employees enjoy a competitive benefits programs and an environment where personal growth is encouraged and achievable through a commitment to quality, service excellence and professional development while contributing to the achievement of TICO's long-term strategic priorities. Further opportunity exists to assume broader responsibility based upon candidate experience, performance and personal drive.

Job purpose

The DBA is responsible for the overall design, development, implementation and support of TICO's Databases. The Database Administrator (DBA) will ensure that TICO's registrant database (iMIS) performs at the highest level possible and successfully integrates with Standard and Enforcement Database, an inhouse grown SQL database that is built to compensate for missing functionalities from iMIS. The DBA will ensure integration with external applications including the TICO's website and online directory. Candidates should be able to demonstrate the knowledge to diagnose system problems and implement fixes; add new functionality to enhance capabilities; document work flow clearly and accurately; and generate automatic and one-off reports. Other responsibilities include documenting current system workflow and developing productive and efficient working relationships with external providers as necessary. This role will also work closely with the department leads to gather requirements for functionality and reporting.

Key Competencies

Communication - demonstrated strength, both orally and written, when interacting with stakeholders optimizing various communication mediums for expressing key messages; seen as a credible, influential communicator interacting with all audiences in an open, empathetic and respectful manner;

Innovation - a creative and strategic mindset with ability to identify and understand underlying challenges & opportunities and transition into a practical path for development and implementation; a change leader who can embrace and influence positive change within an organization;

Teamwork - a consummate team player who consistently demonstrates the value of teamwork by contributing to a positive work environment through considerate, tactful and ethical interactions consistent with the values of the organization;

Functional Expertise - demonstrated experience and expertise as an effective Business Analyst (BA) gathering database user requirements/needs and DBA; seen as a subject matter expert for all modes of Information Technology.

Duties and responsibilities

- Document design and configuration of the database
- Ensure data integrity across databases and perform data clean-up as necessary; maintains database performance by calculating optimum values for database parameters; completing maintenance requirements as well as database backups
- Identifies database and reporting requirements by interviewing user; analyzing department needs; evaluating existing systems and setups
- Ensure the database reflects the needs of users, the organization and enhances the member experience
- Writes and modifies scripts for stored procedures, triggers and user defined functions to accomplish complex functions for business processing and statistical analysis using MSSQL
- Performs data migration, imports and programs to bridge third-party vendors to iMIS using service-oriented architecture such as APIs and Web Services
- Designs and converts customized MS SQL Server Reporting Services (SSRS) specialized reports from Crystal Reports and MS Access
- Installation, configuration and testing of new database modules
- Provides Tier 1 and Tier 2 level of iMIS support for internal staff
- Creates fields, tables and views for data storage and manipulation
- Ensure seamless integration of the database with the TICO website and other third-party tools
- Capacity planning and monitoring
- Work closely external database and web development support providers, and internal stakeholders/registrants and staff
- Contributes to other non IT TICO team-based initiatives
- Coordinate training of IMIS to users
- Providing occasional PC support
- Performs other duties as assigned

Qualifications

- A minimum of four years related experience including at least two years experience administering an iMIS database in a membership setting is required
- Bachelor's degree in information technology, database management, marketing, or another applicable business-related field
- Expert knowledge of ASI iMIS database system
- Expert knowledge of MS SQL Server 2012
- Experience with backups, restores, and recovery models
- Strong MS SQL Server Reporting Services (SSRS) and Crystal Reports background
- Some exposure to html, xml, asp and javascript is a plus
- Experience with SQL programming and MS Access
- Understanding of supporting application integrations such as informz and iMerge
- Demonstrated ability to work well in team environment
- Excellent communications skills and ability to work with key users in various divisions
- Outstanding problem-solving skills including the demonstrated ability to proactively solve problems
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Proficiency in English language; knowledge of additional language(s) a plus
- Able to efficiently manage their time and complete tasks on schedule

Working conditions

While the physical demands of the role are not unusual for an office environment, the employee must be able to demonstrate and/or accept the following:
- Sitting for extended periods of time in a workstation configuration;
- Considerable computer related time performing research and executing tasks;
- Presentations to various stakeholders requiring standing and orator capabilities;
- Occasional overtime.

Direct reports / Key Relationships

The role will report to the Director, Information Technology. While there are no direct reports, this role will have significant interaction, and therefore influence, on various internal and external stakeholders.

The role requires significant interaction with all staff but will work particularly closely with the external Service Providers who has overall responsibility for TICO's IT infrastructure support and maintenance.

Manager:	*Tony Aramouni, Director, Information Technology*
Approved by:	*R. Smart, President & Chief Executive Officer*
Date Approved:	*Feb 26, 2019*
Review Date:	*Feb 26, 2019*
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