

SHANGHAI AMERICAN SCHOOL

JOB DESCRIPTION

TITLE: DATABASE ENGINEER
SCALE: PRC Support Staff
CONTRACT DAYS: Full year contract

POSITION SUMMARY:

The Database Engineer is responsible for supporting the development, implementation, maintenance, and enhancement of locally and externally-hosted school database systems. The Database Engineer works collaboratively in a cross-functional team that supports PowerSchool, the Enterprise Resource Portal (ERP), the Learning Management System (LMS), Admissions and Alumni databases, and other systems.

SUPERVISED, EVALUATED BY & REPORTS TO:

Technology Director

QUALIFICATIONS:

- Bachelors degree in Computer Science, Computer Engineering, Information Technology, Information Systems, or a related subject
- Extensive experience supporting, developing, maintaining, and managing a variety of enterprise database platforms
- Demonstrated understanding of database reporting and queries, data formats, importing and exporting data, programming languages, and database schemas and integration protocols
- Experience providing end-user software support and training, including experience conducting group presentations and hands-on workshops
- Strong analytical, problem-solving, and organizational skills
- The ability to independently manage multiple projects in a timely fashion with a high degree of accuracy
- Team oriented with excellent interpersonal and communication skills and fluency in both written and spoken English
- A strong focus on customer service, including the ability to identify and define client needs and develop effective and appropriate solutions
- Ideally holds one or more current, industry-recognized technology certifications
- Experience working with existing school systems is preferable but not required
- Experience working in a western style school environment is preferable but not required

PERFORMANCE RESPONSIBILITIES:

- Support the effective, efficient, and secure use of locally and externally-hosted school database systems by school staff, students, and parents
- Ensure that database systems meet and continue to meet school academic and operational needs, as an ongoing area of continuous improvement
- Create and maintain reports, queries, systems integrations, and other database tools and resources that support school needs
- Implement, administer, and monitor policies and procedures related to database systems
- Serve as 2nd Level Help Desk support for database-related issues
- Report and communicate system outages in a timely manner and provide periodic updates
- Regularly update a project management database and ticketing system
- Update and maintain comprehensive documentation covering systems, processes, and projects

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- Gather data for ongoing monitoring of system performance and follow up, with corrective actions when necessary
- Participate in system updates, backups, and routine maintenance
- Support regular systems audits and disaster recovery planning and practice
- Contribute to the design, selection, and planning of systems and technologies that meet school needs
- Assist in the development and improvement of business practices and workflows to support the effective, efficient and secure use of database systems
- Collaborate with the Database and IT teams, and with other departments, including Communications/Web, Finance, Purchasing, Academics, Admission, and Advancement
- Develop and lead staff training on effective database and systems use
- Work with vendors under the direction of the Database Manager to resolve systems issues, address end user needs, coordinate integrations with other systems, and research future projects
- Communicate information and ideas in both technical and user-friendly language
- Other duties as assigned

SAS BELIEVES:

- That each employee makes a significant contribution to our success.
- That contributions should not be limited by the assigned responsibilities.

Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor SAS to only the work identified. It is the expectation of the school, that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.

How we see the world is how we experience the world

We believe that diversity, equity, and inclusion enrich our community and create a sense of belonging that compels each of us to grow. Therefore, we commit to a journey of community growth that is grounded in best and sustainable practices rooted in our mission and core values. We seek individuals who are ready to contribute to such an environment.

Child Protection at SAS

Shanghai American School, in keeping with our core values and vision statements, has a Child Protection Policy that guides our faculty, staff, and families in matters related to the health, safety and care of children in attendance at our school. By accepting employment at SAS, all faculty and staff agree to work in partnership with the School and abide by the policies adopted by the SAS Board.

With this in mind,

- Applications will be thoroughly and rigorously screened in line with our strong commitment to all aspects of child protection and safeguarding.
- Shanghai American School reserves the right to withdraw an applicant's candidacy at any time should information be forthcoming that may suggest the candidate is not suitable to progress in the process.
- Shanghai American School reserves the right to withdraw an applicant's candidacy if current and former supervisor references are not provided.
- Hiring is contingent upon successful criminal background checks.

Applicants are asked to apply as early as possible, as Shanghai American School reserves the right to close the selection process at any time.