



## **Pentucket Bank**

*Start with heart.*

### **TITLE: Application and Database Administrator**

In 1891, Pentucket Bank received its mutual charter and was open for business just one day a week in downtown Haverhill. Since our founding, we have been intentional about putting our mission to work. We build partnerships while we serve and lead within local businesses, organizations, and causes. It's how we help grow cities and towns into more vibrant and thriving places to live and work. As a community bank that exists to serve you, we see the possibility and potential all around us—and we are committed to strengthening community and helping you achieve whatever your heart is set on.

### **SUMMARY:**

The Database and Application Administrator will work collaboratively with the Vice President of Information Technology and other members of the Pentucket Technology Group to manage the bank's business application portfolio and related database architecture, deploy and maintain custom reporting services, provide escalated Help Desk support to end-users, respond to incident and service request tickets, and assist with work station configuration management and deployment.

The Database and Application Administrator will also help ensure proper safeguards for the physical security and the data integrity of the bank's computer systems, and assist in various projects as assigned.

### **DUTIES AND RESPONSIBILITIES:**

Include the following, other duties may be assigned.

- This role shall plan, develop, implement, document, and administer information systems and applications for the acquisition, processing, storage, analysis, transfer, and distribution of data.
- Administer, configure and support mission critical bank applications.
- Configure and maintain end-user access to assigned applications. Review and manage database security and enforce data access policies.
- Install, maintain, monitor, optimize, backup, and recover database management systems and associated applications.
- Provide patching, upgrades, and migration support for application and data servers for both test and production environments.
- Create and maintain data-related standards and procedures.
- Serve as a subject matter expert for our data driven applications and drive training, deployment, and adoption of key enterprise solutions in the Bank.
- Develop and implement data mining and data warehousing using on premise and cloud-based platforms.
- Build custom, high quality analytical data sets, reports, and dashboards.
- Serves as the primary or secondary (backup) administrator of assigned applications.
- Provide escalation support for help desk operations and assist with occasional off-hours help desk coverage.

- Analyze and recommend data requirements and designing, developing, installing, and implementing data driven applications.
- Partner with business groups on data focused initiatives that support the bank's operations and strategic initiatives.
- Ensure adherence to information security/cybersecurity policies, principles, practices and standards in the delivery of data management services.
- Participate in business continuity and disaster recovery testing.
- Research, evaluate and recommend new database and software technologies and architectures to support purchasing efforts.
- Represent the Bank through participation in various community and industry related activities, and actively promote the Bank wherever and whenever possible
- Establish a working knowledge of Pentucket Bank's Infrastructure (e.g., VxRails, vCenter, networking, Active Directory).

**SUPERVISORY RESPONSIBILITIES:** This position has no supervisory responsibility, but will mentor and guide other members of the team. This role will have project management responsibilities for enterprise and strategic initiatives.

**EDUCATION and/or EXPERIENCE:**

- BA/BS degree in technical field
- 7+ years of relevant work experience
- Minimum of 5 years' experience with Microsoft Windows operating systems
- Minimum of 3 years' experience with database and networking technologies
- Technical certifications a plus (Azure, AWS, PMP, etc.)

**TECHNICAL SKILLS, TRAINING or CERTIFICATIONS:**

- Highly proficient in writing complex SQL queries and SQLServer database administration
- Knowledge of database platforms and performance optimization techniques
- Expertise with current Windows server and workstation operating systems
- Expertise with Microsoft Active Directory and Group Policy
- Experience with platforms like AWS/Azure, Tableau, Power BI, SharePoint, and Office365
- Experience with Microsoft Office and Exchange
- Experience with Powershell or other scripting languages
- Working knowledge of general client-server, web, and cloud-based application architectures
- Problem solving and critical thinking skills with exceptional attention to detail
- Effective written and oral communication, documentation, presentation, and customer service skills
- Project management skills with the ability to coordinate multiple concurrent projects
- Ability to work effectively across functions, disciplines, and levels
- Ability to independently support users at multiple branch locations
- Knowledge of banking applications and core processes is a plus
- Bi-lingual is a plus

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes several different areas including general office areas, computer rooms, basements, ceiling and possibly construction sites. In the computer rooms, the noise levels are moderate to high and temperatures may be extreme (hot & cold).

#### **PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM**

I acknowledge that I have received a written copy of the job description for Application and Database Administrator, as set forth by Pentucket Bank. I understand the essential duties, responsibilities, and standards that are required of me in this position.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_