



INTERNAL/EXTERNAL PERMANENT OPPORTUNITY



POSITION:	Database Administrator/ Software Developer (CUPE Local 79)	RATE:	\$36.03 - \$43.35/hr (35 hours/week)
DIVISION:	Finance	FILE #:	TCHC#09ITE82
UNIT:	Information & Technology Services		
LOCATION:	365 Bloor Street East, 8 th Floor		

Toronto Community Housing is the largest social housing provider in Canada and the second largest in North America. It is home to about 164,000 low and moderate-income tenants in 58,500 households, including seniors, families, singles, refugees, recent immigrants to Canada and people with special needs. Our tenants come from diverse backgrounds. This diversity includes age, education, language, sexual orientation, mental and physical disability, religion, ethnicity and race as well as increasing diversity in lifestyles and values. Our portfolio includes more than 360 high-rise and low-rise apartment buildings throughout the city. We are recognized as one of Canada's top 100 Employers, as well as one of the top 75 Employers in the GTA.

POSITION SUMMARY

Information & Technology Services, a business unit within the Toronto Community Housing Corporation, operates a Service Desk to handle TCHC employees' (our clients) requests for service during regular office hours spanning a 9-hour period.

Reporting to the Manager, Business Systems Services, the position performs the Database Administrator (DBA) function to resolve problems, as they arise with existing databases, and to design and create new databases for new business applications. This position also develops computer programs, as authorized by business clients through IT management and supports existing ones.

RESPONSIBILITIES

- Performs SQL Server/Other Database product installation, configuration, testing and implementation
- Develops test plan and scripts for System Acceptance tests
- Prepares the test environment and performs tests
- Contributes to the written database strategy that includes standards, design, maintenance, replication, archiving, access and security to support business needs
- Manages and maintains all production and non-production databases, including performing backups, recovery and validation, as well as reporting on database statistics
- Manages database configurations for optimal performance and cost

- Maintains current knowledge and keeps management informed of products, developments and trends in database management and software
- Develops computer software programs, as directed by the Manager, to translate business requirements & designs into information systems
- Produces appropriate technical documentation as required
- Supports business units during testing and certification
- Liaises with external vendors and internal clients to analyze problems and propose solutions
- Participates in walk-through of deliverables to identify potential problems
- Performs database administration duties to ensure the security, availability performance tuning, integrity and recoverability of SQL Server/Other database environments
- Provides SQL Server/Other Database problem and change management support
- Identifies requirements and prepares proposals for major enhancements and maintenance work for SQL Server/Other Database products
- Liaises with users, vendors and server administrators on SQL Server/Other Database related issues
- Provides inputs to “Go / No Go” cut-over decisions.

QUALIFICATIONS

- Knowledge of TCHC and ITS Unit objectives, policies and practices to provide quality database administration and programmer/analyst services
- Minimum of 5 years experience in system software performance tuning and problem determinations in a complex operating environment
- Minimum of 5 years progressive experience in an IT unit of a medium to large-sized organization
- A good working knowledge of network operating software and hardware
- A sound knowledge of database analysis and design techniques
- Experience and in depth working knowledge of current software programming languages and related tools, in particular the following: C++, Java, Visual Basic, MS SQL Server and T-SQL, JavaScript, IIS, MS Access, HTML, Visual Studio .Net, ASP.Net, C#.Net., XML/XSL, DTD, XML Schemas, Web Services, Crystal Reports
- Experience and in depth working knowledge of current database technologies and associated tools, in particular SQL Server
- Experience and in depth working knowledge of Oracle JD Edwards Enterprise I version 8.12 and with tools 8.96
- Must possess and maintain a good understanding and working knowledge of all aspects of the CNC-System Administration role

- Must have experience in the install, setup and configuration of the Oracle JD Edwards software including package creation, building and deployment
- Demonstrated awareness of state of the art technology
- Superior analytical and problem-solving skills
- Good analytical skills to determine the 'real' requirements, diagnose system problems, and provide quick solutions.
- Ability to work in a respectful manner with a diverse community of clients, co-workers and external contractors
- Team player – co-operates with others (IT & clients) to get the job done
- Extensive experience in successfully communicating with clients in terms that can be understood by them
- Organizational skills to deliver a project on-time and on-budget with a satisfied client and engaged IT staff
- Interpersonal and conflict resolution skills, sensitivity and tact
- Good oral and written communication skills and ability to present to management and client groups, to consult with technical and non-technical staff and to prepare reports and proposals.

Toronto Community Housing is committed to equity in employment. Our goal is a diverse, inclusive workforce that reflects the communities we serve. We strongly encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities and aboriginal persons.

Persons with disabilities who need accommodation in the application process, or those needing job postings in an alternative format, may e-mail a request to:
human.resources@torontohousing.ca

We thank all applicants in advance for their interest in this position, however, only those selected for an interview will be contacted.

Applications must be received by **November 18, 2008** at:

Human Resources Division
Toronto Community Housing Corporation
931 Yonge Street, 4th Floor
Toronto, ON M4W 2H2
FAX #: (416) 981-4260
E-mail: human.resources@torontohousing.ca

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