

TG-HR-JD-Form No. 010

JOB DESCRIPTION

Employee's Name		
Job Title/Position:	Database Support – GIP	
Appointment by:	HRD & DM	Term:
Employment Contract type:		

Current Job Grade	
Current Team/Dept/Unit	ICT & DM, HRD & Administration Support Unit
Reporting to	ICT & DM Officer
Qualification and Training or Experiences	<ul style="list-style-type: none">• Bachelor's degree in computer science, Information Technology, or related field.• Strong interest in pursuing a career in IT and Data Base support or a related field.• Certifications in database management (e.g., Oracle DBA, Microsoft SQL Server) are plus.

Initials:

NB:

1. This form should be signed every time there is a change to the employee's job description, role or KPIs
2. Two Original copies: one for job holder; another for HR Department

Knowledge and Skill (Competences)	<u>Knowledge & Skills</u> <ul style="list-style-type: none">• Develop problem-solving abilities to diagnose and resolve database issues.• Learn SQL (Structured Query Language) for querying and managing databases.• Proficiency in SQL and database platforms like MySQL, Oracle, PostgreSQL, or SQL Server.• Understand database structures, including tables, indexes, and relationships.• Pay attention to detail, as even small errors can lead to significant problems.• Excellent communication skills, both verbal and written.• Understand data security protocols and compliance requirements.• Create clear documentation for database setups and processes.• Customer service-oriented with a desire to help others.• Essential language skills: Basic/Intermediate English, Portuguese and Tetum
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Personal Attributes/quality	Teamwork spirit, trust, honest, assertive, diligent and commitment.

1. Role summary:

IT data Base support – GIP will provide technical support to end users inside the TIMOR GAP, E.P. This involves addressing hardware and software issues, debugging network issues, and assisting with IT activities. The intern will collaborate closely with IT professionals to ensure that all support requests are handled promptly and efficiently. In addition, the intern may help record IT processes and procedures and train end users. The position provides important hands-on experience in IT assistance and is suitable for anyone seeking a career in IT.

2. Responsibilities:

Key responsibilities:

- Ensure the integrity, security, and availability of databases.
- Perform regular backups and recovery processes.
- Optimize database performance through tuning and indexing.
- Manage user access and permissions.
- Troubleshoot database issues and provide timely solutions.
- Collaborate with developers and IT teams to support application-related database needs.
- Troubleshoot and resolve technical problems, including software installation, hardware replacement, and network connectivity issues.
- Assist with the setup and configuration of computer hardware, software, and peripherals.
- Collaborate with other IT team members to escalate and resolve complex issues.
- Maintain documentation of IT systems, processes, and procedures.
- Participate in IT projects and initiatives as assigned.
- Contribute to security awareness campaigns by creating informative materials, conducting training sessions, and promoting best practices for data security.
- Align and adhere to the standard practices of IMS standards adopted at TIMOR GAP, E.P

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2.1 Other Tasks

- Undertakes any other tasks and duties as requested by ICT & DM Manager and Senior officers in the unit as well as Director of HRD & Administration support unit.
- Assist in creating and updating user guides and troubleshooting documentation for common technical issues.
- Contribute to the development and maintenance of a knowledge base to facilitate self-service support for users.
- Assist in managing IT inventory, including tracking hardware and software assets, conducting audits, and updating asset records.
- Help coordinate equipment procurement, distribution, and disposal processes.
- Provide support to IT projects, initiatives, and upgrades by assisting with research, data analysis, and project coordination tasks.
- Collaborate with project teams to contribute ideas, identify requirements, and implement solutions.

3. Accountability:

- Use critical thinking and troubleshooting skills to diagnose and resolve technological issues or escalate them to senior support professionals as needed.
- Ability to troubleshoot and resolve technical issues independently.
- Experience with Microsoft Windows and Office applications is a plus.
- Assign data stewards to oversee specific datasets and ensure adherence to policies.
- Always conducting oneself professionally, respecting confidentiality, and positively representing the IT department and the organization.

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