

# Role Description

## Senior Database Administrator



Planning,  
Industry &  
Environment

Cluster	Planning Industry and Environment
Agency	Department of Planning Industry and Environment
Division/Branch/Unit	Corporate Services/Digital Information Office
Location	Parramatta / Orange
Classification/Grade/Band	Clerk Grade 9 / 10
Role Family ( <i>internal use only</i> )	Bespoke / Information and communication technology / Deliver
ANZSCO Code	135199
PCAT Code	1119192
Date of Approval	May 2014 (updated April 2020)
Agency Website	<a href="http://www.dpie.nsw.gov.au">www.dpie.nsw.gov.au</a>

### Agency overview

The Planning, Industry and Environment Cluster (DPIE) was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

The Corporate Services division develops, manages and advises on systems, infrastructure, policies and standards for the department in the areas of finance, procurement and administration, asset management, information and communication technology.

### Primary purpose of the role

Provide technical expertise to contribute to the management of corporate and SAP systems to meet the information needs of the organization ensuring the smooth functioning of both the corporate and specific SAP systems running on the various on-premise or cloud platforms across the organisation. The position will also contribute to the maintenance and continuous improvement of a large heterogeneous platform in a challenging technical environment.

### Key accountabilities

- Perform core SAP Basis administration functions including software installations, configurations, support package update and upgrade, performance monitoring, tuning and capacity management, utilising enterprise standards and leverage best operating practices
- Collaborate with SAP Functional teams to support integration between the SAP products and interfaces between SAP, cloud providers and third party software, participating in change control, incident response, and testing processes for infrastructure changes or problems to meet operational and business requirements

- Contribute to the development and implementation of a best practice database, SAP system environment; ensuring that standards, security and integrity of the databases and systems are in line with industry standards
- Monitor databases and SAP systems to ensure they function at optimum efficiency and maintain full secure access to all applications and databases
- Participate and respond to incidents and problems by troubleshooting and providing advice and resolutions in a timely and professional manner
- Maintain relevant and up-to-date records on database, SAP system backup, recovery, integrity checking and tuning activities to ensure their optimal operations
- Manage all core aspects of the technical administration of the SAP system landscape
- Contribute to the achievement of the ISO 27001 and ITIL standards to ensure a best practice service culture.

## Key challenges

- Manage the lifecycles of database and SAP platforms against the competing application lifecycles
- Ensure databases and SAP environments are running at optimum speed and efficiency by closely monitoring performance and identifying problems and implementing solutions
- Make sure there is consistency with the industry standards for best practices in ICT Management.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive Inspire and motivate team, provide direction and manage performance</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Support team, work collaboratively to contribute to achieving the team's business outcome</li> <li>• Participate in meetings to represent work group perspective and share information</li> <li>• Participate in discussions and decisions regarding implementation of innovation and best practice</li> </ul>
Clients/Customers	<ul style="list-style-type: none"> <li>• Resolve issues and provide solutions to problems</li> <li>• Provide information regarding agency sector wide rules and standards</li> </ul>

## Role dimensions

### Decision making

The role has autonomy to initiate their own work and that of others and is responsible for meeting allocated objectives within required timeframes.

### Reporting line

Principal Database Administrator

## Direct reports

Nil

## Budget/Expenditure

Nil





## Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

This role also utilises an occupation specific capability set which contains information from the Skills Framework for Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Solution Development & Implementation, Systems Development, Database /repository Design	Level 5 – DBDS
	Service Management, Service Operation, Database Administration	Level 5 – DBAD
	Strategy & Architecture. Technical Strategy & Planning, Data Management	Level 4 - DATM

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Connect and collaborate with relevant customers within the community</li> <li>Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>Use business data to evaluate outcomes and inform continuous improvement</li> <li>Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Results</b> Think and Resolve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Advanced	<ul style="list-style-type: none"> <li>Champion the use of innovative technologies in the workplace</li> <li>Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies</li> <li>Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes</li> <li>Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes</li> <li>Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies</li> </ul>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
<b>Solution Development &amp; Implementation</b> Systems Development	Level 5 DBDS	<b>Database /repository Design (DBDS)</b> - Maintains and applies up to date, specialist knowledge of database concepts, object and data modelling techniques and design principles, and a detailed knowledge of the full range of database architectures, software and facilities available. Analyses data requirements, to establish, modify or maintain a data model. Takes account of specialist requirements (e.g. geocoding, for geographic information systems). Interprets the model into an appropriate database schema within set policies. Demonstrates, installs and commissions selected products.
<b>Service Management</b> Service Operation	Level 5 DBAD	<b>Database Administration (DBAD)</b> - Drafts and maintains procedures and documentation for databases. Manages database configuration including installing and upgrading software and maintaining relevant documentation. Contributes to the setting of standards for database objects and ensures conformance to these standards. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs.
<b>Strategy &amp; Architecture.</b> Technical Strategy & Planning	Level 4 DATM	<b>Data Management (DATM)</b> - Takes responsibility for the accessibility, retrievability and security of specific subsets of data. Assesses the integrity of data from multiple sources (including, for example, from sensors & measurement systems). Provides advice on the transformation of data/information from one format/medium to another, where appropriate. Maintains and implements information handling procedures. Enables the availability, integrity and searchability of information through the application of formal data structures and protection measures. Manipulates specific data from information services, to satisfy local or specific information needs.