

# Role Description

## Senior Database Engineer

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Systems Group
Position Description no	10673-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	262111
PCAT Code	1226468
Date of Approval	August 2020
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### Primary purpose of the role

This position is responsible for designing and managing the TAFE Database Systems to ensure secure access and availability to achieve optimal outcomes for business requirements.

## Key accountabilities

1. Manage the organisation's database technology and associated schemas to ensure secure, efficient and effective access to the structured data.
2. Design, build and deploy high availability, robust, resilient and supportable database solutions to support large volumes of data transactions and optimise the end to end user experience.
3. Design, implement, maintain and automate the appropriate backup and recovery architecture, monitor and report on database service availability.
4. Provide Level III support to team members and escalate unresolved system issues to appropriate vendors to ensure minimal system and users' impacts.
5. Integrate new products and software packages, plan and implement regular upgrades, review and revise practices and processes to ensure data accuracy and enhance service continuity and user experience.
6. Implement standards, procedures and guidelines for the delivery and consumption of database services and incorporate sound database security, risk management principles and strategies in regards to planning, accountability and compliance with internal and external audit requirements.
7. Engage, influence and work collaboratively with key stakeholders to build, deliver and support effective, creative data management solutions aligned to business requirements.
8. Contribute to the vision and strategic direction for the Department's System Groups program to ensure alignment with the corporate plan with a focus on innovation and consistency with the Whole of Government IT strategy.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop and review meaningful performance management and development plans.

## Key challenges

- Managing complex interdependencies and relationships with multiple suppliers and customers to meet targets manage deliverables and maintain integrity of service in a shifting organisational structure.
- The complexity, size and scale of an environment, which continually challenges the technical capability boundaries of both internal / external suppliers.
- Ensuring effective access to data and information assets whilst maintaining the requirements of security, privacy and confidentiality.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive leadership, direction and advice.</li></ul>
Database team	<ul style="list-style-type: none"><li>• Contribute to a shared sense of direction and a culture of service and performance.</li><li>• Participate in Inspiring and motivating team members and collaborate in solving issues</li><li>• Encourage team to work collaboratively to contribute to achieving the team's business outcomes.</li></ul>

TAFE Managers and Staff	<ul style="list-style-type: none"> <li>• Manage expectations, resolve and provide solutions to issues.</li> <li>• Work closely with all IT teams and business groups to manage customer satisfaction and direct investigation and remediation of service level breakdowns.</li> </ul>
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## External

Who	Why
Contractors/External Vendors and Suppliers	<ul style="list-style-type: none"> <li>• Negotiate, agree and manage underpinning contracts for service delivery.</li> <li>• Define scope for projects and maintenance activities.</li> <li>• Manage and report on supplier related KPI's and performance targets.</li> <li>• Keep abreast of new technologies and trends within the industry.</li> <li>• Participate in User experience Forums.</li> </ul>

## Role dimensions

### Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

Manager Database Administration

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. Degree qualifications in related field or equivalent skills, knowledge and experience.
2. Ability to address and meet focus capabilities as stated in the position description.
3. Experience in implementing and supporting database services and infrastructure in a complex environment.
4. Demonstrated database design and development skills.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into focus capabilities and complementary capabilities

### Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	Advanced
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<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> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept



### Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

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### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced









## Occupational Specific Capabilities

Capability group/sets	Category and Sub-category	Level
	Delivery and Operation, Service Operation, Database Administration	Level 4 – DBAD
	Strategy and architecture, Technical strategy and planning, Data management	Level 4 – DATM
	Relationship and engagement, Stakeholder management, Customer service support	Level 4 – CSMG
	Development and implementation, Installation and integration, System integration and build	Level 4 – SINT

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

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Project Management

Understand and apply effective planning, coordination and control methods

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