Role Description
Senior Database Administrator

Cluster	NSW Treasury
Division/Branch/Unit	Chief Information
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
ANZSCO Code	135111
PCAT Code	1125292
Agency Website	www.treasury.nsw.gov.au

Primary purpose of the role

The Senior Database Administrator (SDBA) is responsible for the design and management of the organisation's database architecture to ensure secure access and availability in accordance with the needs of the business.

Key accountabilities

- Manage the organisation's database technology (Oracle) and associated schemas to allow secure, efficient and effective access to the organisation's structured data
- Review and revise practices and processes to enhance efficiency of access for users
- Ensure that all data is secure from both internal and external interference whilst ensuring that authorised user access is not compromised
- Plan and implement regular system upgrades to enhance service continuity and user experience
- Basic administration, monitoring, troubleshooting, configuration and otherwise maintenance of LINUX & UNIX systems and associated technology for optimal performance, reliability, integrity, security and availability.
- Provide Level III support to support team members to minimise user/system down time
- Escalate unresolved system issues to appropriate vendors and manage these in accordance with agreed service level agreements to minimise user/system downtime
- Develop and maintain documentation of database management practices to achieve high levels of performance and assist in meeting the availability SLAs.

Key challenges

- Ensure effective access to data and information assets whilst maintaining the requirements of security, privacy and confidentiality
- Apply techniques of data mining and data warehousing within the constraints of any legacy technology
- Working in a highly available environment.

Key relationships

Who	Why
Internal	
Manager	• Provide expert data management advice to guide the development of information management practices • Escalate issues, keep informed, advise and receive instructions
Work team	• Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Review the work and proposals of team members in the role's areas of specialisation and accountability • Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	• Manage expectations, resolve and provide solutions to issues
External	
Vendors	• Escalate unresolved support requirements • Develop capability to resolve application-related issues • Attend vendor briefings on emerging technology

Essential requirements

- Accredited industry certification in Oracle Database Administration (v10, v11, v12) with a minimum of 5 years industry experience in an Oracle Database Administrator role.
- Extensive experience in designing, installing and managing Oracle (12c/11g) databases with RAC.
- Extensive experience in supporting, upgrading and patching databases in a highly available production environment.
- Understanding of the Linux/Windows operating systems and network configurations.
- High level communication & effective decision-making skills and the ability to solve complex operational problems and implement solutions in a high availability environment.
- Ability to be available for on-call support, to work varying shifts and occasional overtime.

Desirable

- Experience in capacity planning across multiple environments
- Good understanding of SQL, PL/SQL scripting.
- Experience in migrating on-premises databases to platform as a service or similar cloud-based offering.

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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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at 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
	Act with Integrity	**Advanced**
	Manage Self	Advanced
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	**Advanced**
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**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

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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**
Personal Attributes Act with Integrity	Advanced	• Model the highest standards of ethical behavior and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Advanced	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies

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

Category and Sub-Category	Level and Code	Level Descriptions
Solution Development & Implementation Systems Development	Level 5 DBDS	**Database /repository Design (DBDS) -** 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.
Service Management Service Operation	Level 5 DBAD	**Database Administration (DBAD) -** 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.

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