

# Role Description

## Principal Database Engineer



Customer  
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW and Cluster ICT / Government Technology Platforms
Classification/Grade/Band	Grade 11/12
ANZSCO Code	261313
PCAT Code	3226592
Date of Approval	October 2019

### Primary purpose of the role

Design, implement, configure and maintain critical systems and databases to ensure the availability and consistent performance of applications and services. The role provides guidance and technical advice to other database engineers and developers within the team.

### Key accountabilities

- Manage systems, servers and databases through multiple product lifecycle environments from development to mission-critical production systems including performing scheduled maintenance and supporting release deployment activities after hours to ensure consistent and secure service availability
- Assess availability, performance and capacity of services and resources to ensure cost-justifiable capacity and performance are available to support business needs and to deliver against agreed Service Level Agreements
- Configure and maintain database servers and processes including automating processes and monitoring system health and performance to ensure high levels of performance, availability and security.
- Drive a greater level of efficiency through optimising the utilisation of current and future system requirements and towards a more secure, cost efficient and expedient database capability
- Provide 24x7 technical support for critical production systems and daytime support for non-production systems.
- Oversee critical situations to assist with service restoration activities and the review of all database and firewall change requests; independently analysing, solving, and correcting issues in real time
- Work with key stakeholders to determine future system requirements and produce database designs, architectures and documentation to meet the service availability, performance and security of the business

### Key challenges

- Ensuring database operational readiness (security, health and performance), executing data loads, and performing data modeling in support of multiple development teams to meet current and forecasted requirements in a constantly changing environment.
- Being flexible with work availability in order to deliver business functionalities and meet service level agreements within a high-pressure work environment and tight time-frames.
- Manage complex relationships across multiple stakeholder groups to drive to deliver against service level agreements.

## Key relationships

Who	Why
<b>Internal</b>	
Director	<ul style="list-style-type: none"> <li>▪ Escalate issues, keep informed, advise, receive guidance and instructions</li> <li>▪ Provide recommendations and inform through reporting any sensitive and emerging issues</li> <li>▪ Participate in meetings and discussions to share information and provide input and feedback</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>▪ Support team members and work collaboratively to contribute to achieving the teams business outcomes</li> <li>▪ Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice</li> <li>▪ Represent work group perspective and share information</li> <li>▪ Review work and proposals of team members</li> </ul>
Internal Customer/ Stakeholders	<ul style="list-style-type: none"> <li>▪ Provide a customer focused approach to service delivery</li> <li>▪ Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues</li> <li>▪ Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates.</li> <li>▪ Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution</li> </ul>
<b>External</b>	
External Customers/ Stakeholders	<ul style="list-style-type: none"> <li>▪ Monitor provision of service to ensure compliance with contracts and service arrangements</li> <li>▪ Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required</li> <li>▪ Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> <li>▪ Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues.</li> </ul>

Who	Why
Vendors/Service Providers	<ul style="list-style-type: none"> <li>▪ Negotiate and approve contracts and service agreements</li> <li>▪ Monitor provision of service to ensure compliance with contracts and service arrangements</li> <li>▪ Contact to provide and gather information and resolve routine issues.</li> <li>▪ Manage contracts, including communications and business requests to ensure contract compliance.</li> </ul>
Other Government Agencies	<ul style="list-style-type: none"> <li>▪ Participate in meetings and represent the Organisation's perspective</li> <li>▪ Provide and share information, discuss and seek input on matters or issues</li> </ul>
Industry and Industry Leaders	<ul style="list-style-type: none"> <li>▪ Develop and maintain effective working relationships</li> <li>▪ Collaborate with and provide expert opinion to on policy and regulatory design matters</li> <li>▪ Advocate agency position, influence and negotiate with</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

### Reporting line

Director

### Direct reports

Nil

### Budget/Expenditure

As per the Customer Service delegations

## Essential requirements

Satisfactory Criminal Record Check





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

Occupation / profession specific capabilities		
Capability Set	Category and Sub-category	Level and Code
	<b>Solution Development &amp; Implementation, Systems Development, Programming/software development</b>	<b>Level 5 - PROG</b>
	<b>Solution Development and Implementation, Systems Development, Systems Design</b>	<b>Level 5 - DESN</b>
	Business Change, Business Change Management, Requirements Definition and Management	Level 5 - REQM
	Solution Development and Implementation, Systems Development, Testing	Level 5 - TEST

## 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> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Maintain a high level of personal motivation</li> <li>Take the initiative and act in a decisive way</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>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</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 Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>Assess work outcomes and identify and share learnings to inform future actions</li> <li>Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>Exercise delegations responsibly</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Understand and apply high standards of financial probity with public monies and other resources</li> <li>Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li> <li>Conduct and report on quality control audits</li> <li>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Technology	Advanced	<ul style="list-style-type: none"> <li>Show commitment to the use of existing and deployment of appropriate new technologies in the workplace</li> <li>Implement appropriate controls to ensure compliance with information and communications security and use policies</li> <li>Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes</li> <li>Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes</li> <li>Implement and monitor 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, Programming/software development	Level 5 – PROG	Sets local or team-based standards for programming tools and techniques, advises on their application and ensures compliance. Takes technical responsibility for all stages in the software development process. Prepares project and quality plans and advises systems development teams. Assigns work packages to technical staff, monitors performance and reports progress. Provides advice, guidance and assistance to less experienced colleagues as required.
<b>Solution Development and Implementation,</b> Systems Development, Systems Design	Level 5 – DESN	Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality and systems management requirements.