POSITION DESCRIPTION

PRINCIPAL DATABASE ENGINEER

BRANCH/UNIT	Systems Group
TEAM	Technology Management and Support
LOCATION	Negotiable
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 1
POSITION NO.	TBA
ANZSCO CODE	135199 PCAT CODE 1226468
TAFE Website	www.tafensw.edu.au

1. ORGANISATIONAL ENVIRONMENT

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.

2. POSITION PURPOSE

The role is responsible for developing, planning and delivering complex systems architecture, providing guidance and advice, and ensuring the successfully build and implementation of products or platforms in alignment to relevant roadmaps.

3. KEY ACCOUNTABILITIES

1. Design, evaluate, test, and build stable and scalable technological solutions to address diverse business challenges, adhering to relevant policies, standards, best practices and architectural strategy ensuring system resilience, longevity and solutions.
2. Engineer system upgrades and large-scale system integrations to documented standards.
3. Develop and contribute to comprehensive reference architectures, standard system images and technical documentation to facilitate consistency and efficiency in system design and deployment.
4. Provide technical consulting and subject matter expertise throughout technological solution projects, from pre-project to implementation to identify interdependencies and exceptions, mitigate or escalate risks and ensure alignment with Systems strategy and architecture.
5. Develop high level options, conceptual approaches, technical recommendations and estimates to support the transition of system designs into operation.
6. Collaborate with key stakeholders, vendor representatives, and other IT teams or experts to collect requirements and ensure that system designs effectively meet both current and future business and/or user needs.
7. Serve as the primary escalation point for addressing technology issues and events, collaborating with both internal and external partners to resolve highly intricate and complex problems efficiently.
8. Ensure accurate records are maintained, and that responses to correspondence are timely and consistent with TAFE NSW protocols.
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 meaningful performance development and review plans.

4. KEY CHALLENGES

- Balancing the need to foster strong relationships, understanding stakeholder expectations and collaborating to ensure the seamless delivery of Systems infrastructure, while prioritising high quality and timely project delivery.
- Sustaining the integrity of current services while implementing new strategic initiatives, given the complexity, size and scale of an environment which continually challenges the technical capability boundaries of both internal and external suppliers.
- Keeping abreast of new and emerging technologies, tools, trends and best practices within the industry.

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5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Line Manager	• Receive leadership, direction and advice.
Executive, Program Managers, Other functional Group Managers and Key Stakeholders	• Provide technical advice and subject matter expertise. • Identify, understand and define System Groups business requirements. • Support internal customers to achieve outcomes and implement governance initiatives.
Work Teams across Systems Group	• Guide, support, coach and mentor team members. • Build a shared sense of direction and a culture of service and performance.
TAFE Managers and Staff	• Manage expectations, resolve and provide solutions to issues. • Work closely with all IT teams and business groups to manage customer satisfaction and direct investigation and remediation of service level breakdowns
External	
Contractors/External Vendors and Suppliers	• Negotiate, agree and manage underpinning contracts for service delivery. • Define scope for projects and maintenance activities. • Manage and report on supplier related KPI's and performance targets. • Participate in User experience Forums.
NSW Government agencies	• Work with Executive Director and Leadership Group to harness information and position opportunities.

6. POSITION DIMENSIONS

Reporting Line: Senior Manager Servers and Storage

Direct Reports: Nil
Indirect Reports: Nil

Financial delegation: TBA
Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

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7. ESSENTIAL REQUIREMENTS

1. A valid Working with Children Check (required prior to commencement).
2. Degree qualification in related field or equivalent significant experience.
3. Demonstrated experience in managing database services and infrastructure in a complex environment.
4. Demonstrated experience in leading database design and development and implementing data modelling best practices.

8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational **>** Intermediate **>** Adept **>** Advanced **>** Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	**Display Resilience and Courage**	**Advanced**
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Advanced
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Adept**
	Plan And Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**

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Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
	Delivery and Operation, Service Operation, Database Administration	Level 5- DBAD
	Delivery and operation, Service Transition, Asset Management	Level4 ASMG
	Relationship and engagement, Stakeholder management, Relationship management	Level 5 RLMT
	Development and implementation, Systems development, System development management	Level 5 DLMG

FOCUS CAPABILITIES

The focus capabilities for this position 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Advanced	• Remain composed and calm and act constructively in highly pressured and unpredictable environments. • Give frank, honest advice in response to strong contrary views. • Accept criticism of own ideas and respond in a thoughtful and considered way. • Welcome new challenges and persist in raising and working through novel and difficult issues. • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues.
Relationships Communicate Effectively	Advanced	• Present with credibility, engage diverse audiences and test levels of understanding. • Translate technical and complex information clearly and concisely for diverse audiences. • Create opportunities for others to contribute to discussion and debate. • Contribute to and promote information sharing across the organisation. • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints. • Explore creative ways to engage diverse audiences and communicate information. • Adjust style and approach to optimise outcomes. • Write fluently and persuasively in plain English and in a range of styles and formats.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Advanced	• Recognise outcomes achieved through effective collaboration between teams. • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government. • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions. • Network extensively across government and organisations to increase collaboration. • Encourage others to use appropriate collaboration approaches and tools, including digital technologies.
Results Deliver Results	Adept	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes. • Make sure staff understand expected goals and acknowledge staff success in achieving these. • Identify resource needs and ensure goals are achieved within set budgets and deadlines. • Use business data to evaluate outcomes and inform continuous improvement. • Identify priorities that need to change and ensure the allocation of resources meets new business needs. • Ensure that the financial implications of changed priorities are explicit and budgeted for.
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 in collaboration with others. • Take account of the wider business context when considering options to resolve issues. • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements. • Implement systems and processes that are underpinned by high-quality research and analysis. • Look for opportunities to design innovative solutions to meet user needs and service demands. • Evaluate the performance and effectiveness of services, policies and programs against clear criteria.
Business Enablers Technology	Advanced	• 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.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	• Understand all components of the project management process, including the need to consider change management to realise business benefits. • Prepare clear project proposals and accurate estimates of required costs and resources. • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements. • Identify and evaluate risks associated with the project and develop mitigation strategies. • Identify and consult stakeholders to inform the project strategy. • Communicate the project's objectives and its expected benefits. • Monitor the completion of project milestones against goals and take necessary action. • Evaluate progress and identify improvements to inform future projects.

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