

POSITION DESCRIPTION

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| Position Title | Database Administrator |
| Reports to | Infrastructure Manager |
| Region | |
| Function | ITSC |

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| Position Number |
| Functional Auth |
| Date |
| Signature |

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| HRM Auth |
| Date |
| Signature |

Role Purpose

To ensure the ongoing maintenance and management of UnitingCare NSW.ACT database platforms, ensuring the performance, integrity and security of all data encompassed within the core business applications. This requires the Database Administrator to develop strong working relationships with other technical and non-technical stakeholders within UnitingCare and the Uniting Church.

Key Challenges

- Highly distributed data and systems throughout the organisation.
- Ongoing development of IT strategies, processes and standards.
- Increasing demand for DBA skills within the ITSC

Key Result Areas

1. Database Management
2. Technical Planning and Design
3. Reporting and Development
4. Evaluation and Consultation

Position Description

Role Title: Database Administrator

| 1. Database Management | |
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| Accountabilities | Capabilities |
| <ul style="list-style-type: none"> • Technical and product expertise is provided to ensure the continued availability of databases, by managing database refreshes, patching, upgrading, security administration and performance tuning and capacity planning to maximize the efficiency of applications. Including upgrades and patching as required. • All appropriate steps are taken and maintained to safeguard the privacy and confidentiality of the organisation's data including the development and implementation of the database disaster recovery plan. • Database issues or problems are identified, addressed and resolved early and proactively by liaising with service groups, team members and external vendors consistently. • The design and creation of new application databases and environments is undertaken in collaboration with the Applications Support team, to delete obsolete databases, maintain associated documentation and database backups to ensure accuracy and integrity while ensuring change management processes are followed at all times. • Appropriate tools (data and metadata load scripts) are built and maintained as required to manage DBA processes and ensures sufficient licenses are issued and managed which adhere to vendor licensing requirements. • Works with staff to identify and resolve problems and/or deficiencies with application performance. Streamlines existing processes for efficiency improvements. | <ol style="list-style-type: none"> 1. Demonstrates extensive knowledge of database technologies and their implementation to address business objectives. 2. Demonstrates ability to implement regular maintenance schedules which maintain and enhance the performance of business applications through optimisation of the associated databases including necessary patching and upgrades. 3. Demonstrates ability to apply IT change management processes within a large and complex environment, requiring interaction with multiple stakeholders. 4. Demonstrates an aptitude for working across functional teams and achieving results both inside and outside spheres of formal authority. 5. Demonstrates ability to utilise disciplined problem solving skills to address technical issues in complex environments in a timely manner. 6. Demonstrates ability to apply technical frameworks to ensure that security is maintained throughout application and database environments which accurately reflects the needs of the organisation. |
| 2. Technical Planning and Design | |

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| Accountabilities | Capabilities |
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| <ul style="list-style-type: none"> • A cost effective and reliable database environment is maintained with strategic and capacity planning undertaken to appropriately build the database environment. • Optimum performance and future capacity is maintained by regularly performing analysis and reporting of statistics (growth patterns, disk, CPU and memory). • Keeps abreast of new technology and future directions and reviews new database products and technologies to evaluate the potential for improved, cost-effective service delivery. • Feasibility studies, analysis and database design are undertaken for new software, upgrades and utilities. • Configuration management documentation is maintained ensuring up to date copies of the relevant systems documentation are available as required. | <ol style="list-style-type: none"> 1. Demonstrates an understanding of design and architectural principles required for the implementation of large business applications and the ability to apply them. 2. Demonstrates an ability to review technical designs and offer suggestions for improvement, optimisation and risk management. 3. Demonstrates ability to articulate technical concepts well in both written and verbal communications with stakeholders, senior management and colleagues. 4. Demonstrates a good understanding of new technologies and IT future directions as they relate to database products 5. Demonstrates the ability to perform feasibility studies, analysis and database design of new software, upgrades and utilities. 6. Demonstrates ability to complete and keep up to date relevant documentation. |
| 3. Reporting and Development | |
| Accountabilities | Capabilities |
| <ul style="list-style-type: none"> • The development and transformation of logical data models to physical models is ensured once the design is approved, with assistance provided for the identification, documentation and resolution of application data requirements. • DBA expertise and leadership is provided to projects, as assigned and required • Performance analysis of SQL and code associated with application performance as well providing assistance to support analysts and vendors to tune, debug or re-write queries and stored procedures as required. • Consolidated reporting across multiple business applications as facilitated and completed through migration and manipulation of data and creation of data warehouses. | <ol style="list-style-type: none"> 1. Demonstrates excellence in the development and transformation of logical data models to physical based approved designs. 2. Demonstrates ability to provide assistance for the identification, documentation and resolution of application data requirements. 3. Demonstrates excellence in DBA expertise and leadership to assigned projects. 4. Demonstrates the ability to analyse SQL and code associated with application performance, tuning, debugging and rewrite of databases as required. 5. Demonstrates the ability to consolidate reporting functions across multiple business applications and the development and management of data warehouses. |

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| 4. Database Standards, Evaluation and Consultation | |
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| Accountabilities | Capabilities |
| <ul style="list-style-type: none"> Business evaluation of new and existing database applications are conducted to ensure alignment with UnitingCare NSW.ACT database standards Consultation services are provided to project and business units to ensure that correct decisions are made when selecting applications requiring database services. UnitingCare wide database standards, policies and procedures are created and implemented Periodic review and validation of database standards against business objectives and strategic direction are undertaken routinely | <ol style="list-style-type: none"> Demonstrates an understanding of the business strategy and can align this with the necessary technical standards within the ITSC Demonstrates excellence in providing professional and practical consultancy services to parts of the business requiring these services Demonstrates the ability to develop, review and play and active role in the creation of relevant Database standards Demonstrates the ability to periodically review necessary standards and validate against business objectives and strategic direction. |

| Person Specification | | |
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| Professional Experience | <ul style="list-style-type: none"> 5+ years experience database administration in a Microsoft environment including underlying operating system (SQL 2000, 2005 & 2008). Strong documentation/communication skills Excellent interpersonal and customer service skills Exposure to an ITIL based service management environment Demonstrated experience in application performance tuning and database design. Application development experience in a Windows environment. | <i>Desirable</i> <ul style="list-style-type: none"> ITIL Certification Experience in the non-profit sector Familiarity with and understanding of the Uniting Church organisational culture and values |
| Education/ Academic Qualifications | <ul style="list-style-type: none"> MCITP: Database Administration, MSCBDA or equivalent qualification Microsoft Certified Systems Engineer Qualification (MCSE) or equivalent | <i>Desirable</i> <ul style="list-style-type: none"> SharePoint 2003/2007 or equivalent development. Degree qualified in Computer Science |
| Key Working Relationships | <i>Internal</i> <ul style="list-style-type: none"> Stakeholders UCITSC Operations UCITSC PMO | <i>External</i> <ul style="list-style-type: none"> Application vendors Others as required |
| Direct Reports: | NIL | |

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| Occupational Health, Safety and Welfare Requirements | <ul style="list-style-type: none">• All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. |
| UnitingCare Expectations | <p>All staff are expected to:</p> <ul style="list-style-type: none">• At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual• Align their work with the Vision, Mission, Values & Strategic Directions of UnitingCare• Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Behaviour, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager;• Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to UnitingCare.• Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement |
| OTHER RELEVANT INFORMATION <ul style="list-style-type: none">• This position description is indicative of the range of job requirements.• The job comprises other accountabilities as required.• It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Behavior, Values, and its policies and procedures. | |

Incumbent's Name: _____

Signature: _____

Date: _____

Manager's Name: _____

Signature: _____

Date: _____