

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles, values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

**THE UNIVERSITY OF NEW ENGLAND
POSITION STATEMENT**

DIRECTORATE: Information Technology Directorate
POSITION: Database Administrator
CLASSIFICATION: Higher Education Officer Level 5
DATE CLASSIFIED: 19 June 2009
REPORTS TO: Principal Database Administrator

DIMENSIONS OF POSITION:

The Information Technology Directorate (ITD) provides affordable, quality information and communications services and technologies to underpin the mission and aspirations of the University. This is achieved by understanding our customers' needs, by demonstrating Information and Communications Technology (ICT) leadership, and by producing cost-effective and innovative outcomes.

Infrastructure Services are responsible for planning, implementing, evaluating, monitoring and maintaining of the database, server, network, voice systems and infrastructure that underpin and are critical to the University's core business functions and to the University achieving its strategic goals.

POSITION OBJECTIVE:

As a member of the Infrastructure Services, the Database Administrator is responsible for achieving effective outcomes appropriate to the University's operational and strategic objectives, by contributing to various ICT projects and providing technical support for the effective administration, development, implementation and support activities required to achieve accessibility, availability and integrity of databases housed within the Infrastructure Services

In addition this position will be required to assess Industry trends in relation to the adoption of new technologies to provide the Infrastructure Services Manager with recommendations on the potential adoption and implementation of new technologies.

The incumbent will promote increased awareness within the University community of the potential benefits and opportunities provided through ICT and ITD's services.

DUTIES:

Under general direction the incumbent will:

1. Be responsible for the provision and day-to-day support, operation and control of all database systems and database administration services, including but not limited to:

- installation and maintenance of database systems, application servers, client software, upgrades and patches;
 - tasks relevant to database performance tuning and related issues;
 - backup and recovery;
 - maintenance of server, database and application security;
 - systems programming script e.g. shell, PL/SQL;
 - performance monitoring;
 - provision of secondary support for systems, other than those for which there is primary responsibility;
 - testing and evaluation of software and hardware;
 - documentation;
 - scheduling resources to minimize downtime but still meet the maintenance and upgrade requirements of the University's enterprise systems; and
 - monitor and develop processes, to ensure data integrity, accessibility and availability.
2. As a member of a team, participate in and provide some specialist and technical expertise to ICT and cross-functional projects, as required, in accordance with ITD's established project methodology, including
 - ensure that project tasks and stages are executed and deliverables meet agreed stakeholder expectations for quality, timeliness, cost-efficiency and effectiveness;
 - proactively identifying and monitoring risks and milestones; and
 - participating in providing appropriate and timely reporting and recommendations to project manager.
 3. Maintain an awareness of new and emerging technologies, trends and practices, products and product versions; and provide technical advice regarding current and emerging technologies within the area of responsibility.
 4. Maintain relationships with clients, proactively engage with them to understand their goals and operational needs; raise client awareness of relevant technology, trends and practices; actively promote relevant ITD services and expertise.
 5. Contribute to the continuous improvement of the database systems administration function.
 6. Work with third party contractors and monitor their activities; effectively communicate University technical standards and environment.
 7. Contribute to solutions and actively engage in the exchange of ideas and concepts in response to operational challenges while ensuring consistent provision of ICT services.
 8. Contribute to the development, maintenance and implementation of IT policies, standards and architectures. Ensure compliance within the designated systems and services and related technologies.
 9. Understand the direction and broad objectives of the University, its strategic directions for information technology, and the related dependencies and opportunities with respect to the designated IT infrastructure services.

10. Identify and advise on risk and recommend any required remediation or modification efforts; regularly review ICT solutions and service usage for overall effectiveness and value and make appropriate recommendations.
11. Maintain personal and professional development; including undertaking mentoring, coaching, and training.
12. Act as technical representative of ITD to clients providing appropriate information; provide feedback and recommendations to the relevant Manager.
13. Be aware of and apply the University's policies and procedures relating to equal opportunity, risk management, occupational health and safety, records management and quality assurance as they apply to this position.

QUALIFICATIONS AND SELECTION CRITERIA:

1. Completion of a degree; or completion of a diploma qualification and subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent alternative combination of relevant knowledge, training and/or experience.
2. Demonstrated skills and some experience in least two of the following areas; database administration; technical systems analysis and design; systems implementation and integration; systems development; software quality assurance & testing, and technical writing.
3. Demonstrated experience in planning and problem-solving in the context of overall organisational objectives, with the ability to utilise sound judgment and common sense, and to undertake and apply research.
4. Demonstrated effective communication and interpersonal skills, with the ability to work as part of a team and liaise and negotiate with a range of people to work towards agreed outcomes. This includes listening to, understanding and recognising the needs of others, while respecting individual differences and diversity.
5. A demonstrated clear, client focus, with the ability to apply technology effectively to deliver outcomes which best meet the clients needs and to the appropriate level of quality.
6. Demonstrated ability to effectively manage and prioritise work in a high-pressured environment to achieve results and see tasks through to completion.
7. The ability to respond and adapt positively to a constantly changing environment.
8. The ability to demonstrate initiative and apply innovative solutions to problems.
9. Demonstrated commitment to ongoing personal and professional development, including the application and building of professional expertise.
10. Demonstrated ability to support technical staff and/or cross functional teams as required; including mentoring, advising and guiding.
11. Awareness of EEO, risk management, records management and quality assurance principles, and demonstrated understanding of OH&S principles as they relate to this position.