

*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 6  
**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 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 more complex 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 of and day-to-day support, operation and control of all database systems and the provision of 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. Participate in and provide specialist and technical expertise to ICT and cross-functional projects, as required, in accordance with ITD's established project methodology, including
    - assisting in the preparation of project initiation documentation, business cases, budget and schedule estimates;
    - designing, planning and executing project plans and ensuring compliance with budget, schedule and reporting requirements;
    - ensuring that projects 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 governance.
  3. Analyse client requirements and design solutions; review proposed solutions for fit with business needs and IT enterprise applications and services architecture; implement technical and/or process change to ensure sustainability and effectiveness; contribute to the procurement of enterprise solutions; be responsible for and coordinate development, testing, acceptance, implementation and ongoing support of solutions.
  4. Participate in the assessment, evaluation and recommendation of new and emerging technologies, trends and practices, products and product versions; and provide in-depth technical advice regarding current and emerging technologies within the area of responsibility; work with vendors and clients to ensure that products comply with established standards, policies and guidelines including University and ITD standards.
  5. Cultivate 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.
  6. Contribute to the continuous improvement of the database systems administration function.

7. Work with third party contractors/suppliers and monitor their activities; effectively communicate University technical standards and environment; document and ensure contract compliance.
8. Participate in ITD's operational decision-making processes; contribute solutions and actively engage in the exchange of ideas and concepts in response to operational challenges while ensuring consistent provision of IT services.
9. Contribute to ICT application architecture, policies and standards; develop both technical and operational procedures and guidelines and coordinate their implementation; develop and communicate integration criteria and techniques.
10. Actively engage in the University's business cycle planning function as it relates to enterprise applications and services and critical business processes; develop, maintain and improve business continuity plans for the administration of the University's corporate databases.
11. Regularly review and manage risk participating in threat analysis, risk assessment and audit; develop any required remediation or modification efforts; regularly review ICT solutions and service usage for overall effectiveness and value and make appropriate recommendations.
12. Pro-actively maintain personal and professional development;
13. Supervise staff and/or teams as necessary, including initiating, co-ordinating and participating in mentoring, coaching, and training;
14. Act as technical representative of ITD to clients providing appropriate information; provide feedback and recommendations to the relevant Manager.
15. 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 with relevant experience; or extensive experience and specialist expertise or broad knowledge in a relevant technical field; or an equivalent alternative combination of relevant knowledge, training and/or experience.
2. Demonstrated specialist knowledge of, and some experience in all of the following areas with database administration and at least two others being considered as areas of high skill and relevant experience; database administration; project management; technical systems analysis and design; systems implementation and integration; systems development; software quality assurance & testing, and technical writing.
3. Demonstrated high level experience in planning and problem-solving in the context of overall strategic organisational objectives, with the ability to utilise sound judgment and common sense; the capacity to undertake and effectively apply research; and the ability to effectively align projects, plans, designs and activities to organisational objectives.
4. Demonstrated high level communication and interpersonal skills, with the ability to lead and/or work as part of a team and liaise and negotiate with a range of people

to achieve agreed outcomes and reconcile diverse views. This includes listening to, understanding and adapting to the relevant audience, recognising the needs of others, while respecting individual differences and diversity.

5. A strong, professional client focus, with experience and ability in nurturing internal and external relationships, and the high level 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 pro-actively respond and/or adapt positively to a constantly changing environment.
8. The ability to demonstrate high level initiative and apply innovative solutions to problems, as well as the ability to confidently make decisions.
9. Demonstrated commitment to ongoing personal and professional development, including the application and building of professional expertise.
10. Experience in the supervision of technical staff and/or cross functional teams; staff development and resource planning including mentoring, advising and guiding as well as conducting presentations and group facilitation.
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.