|  |  |
| --- | --- |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 262111 |
| **PCAT Code** | NA |
| **Date of Approval** | XXXX |

Primary purpose of the role

The Database Administrator is responsible for the day to day management of the organisation’s databases performance, integrity and security and ensuring changes and queries are addressed in accordance with the needs of customers. The Database Administrator is responsible for management and maintenance of both on premise and cloud hosted databases.

Key accountabilities

* Designs database structures and associated models to support the information needs of the business
* Administer the database configuration, security, schema and objects, ensuring compliance against agreed standards and guidelines
* Contribute to the specification, design and maintenance of mechanisms for storage of and access to data in support of business information needs
* Assist with database software installations and upgrades to maintain currency with supported environments
* Provide Level II and/or Level III support for operational databases to users and/or support team members to minimise user/system down time or, for interim purposes such as iterative developments and testing

Key challenges

* Balance workload between support, operational and project related activities

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions |
| Work Team | * Support team, work collaboratively to contribute to achieving multiple teams’ business outcomes |
| **External** |  |
| Client/Customers | * Resolve and provide solutions to issues * Provide information regarding relevant practices and standards |
| Vendors/Service Providers and Consultants | * Escalate unresolved support requirements * Establish requirements for upgrades and installations |

# Role dimensions

## Decision making

x

## Reporting line

x

## Direct reports

N/A

## Budget/Expenditure

x

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/ict-professionals)

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| **FOCUS CAPABILITIES** | | | |
| --- | --- | --- | --- |
| Capability group/sets | Capability name | Behavioural indicators | Level |
| Personal Attributes icon | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible and adaptable and respond quickly when situations change * Offer own opinion and raise challenging issues * Listen when ideas are challenged and respond appropriately * Work through challenges * Remain calm and focused in challenging situations | Intermediate |
| Relationships icon | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences * Clearly explain complex concepts and arguments to individuals and groups * Create opportunities for others to be heard, listen attentively and encourage them to express their views * Share information across teams and units to enable informed decision making * Write fluently in plain English and in a range of styles and formats * Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services * Design processes and policies based on the customer’s point of view and needs * Understand and measure what is important to customers * Use data and information to monitor and improve customer service delivery * Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise * Connect and collaborate with relevant customers within the community | Adept |
|  | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| Results icon | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness * Identify and share business process improvements to enhance effectiveness | Adept |
| Business Enablers icon | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate * Monitor compliance with cyber security and the use of technology policies * Identify ways to maximise the value of available technology to achieve business strategies and outcomes * Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |

| **Occupation specific focus capability set** | | | |
| --- | --- | --- | --- |
| Capability Set/ SKill | Category and Sub-Category | Level Descriptions | Level and Code |
| Database administration  Skills Framework for the Information Age logo | Delivery and operation  Service operation | * Uses database management system software and tools, and knowledge of logical database schemata, to investigate problems and collect performance statistics and create reports. * Carries out routine configuration, installation, and reconfiguration of database and related products. * Develops and configures tools to enable automation of database administration tasks. Identify problems and issues and recommend corrective actions. | Level 4  DBAD |
| Problem management  Skills Framework for the Information Age logo | Delivery and operation  Service operation | * Initiates and monitors actions to investigate and resolve problems in systems, processes and services. * Determines problem fixes/remedies. * Assists with the implementation of agreed remedies and preventative measures. | Level 4  PBMG |
| Data management  Skills Framework for the Information Age logo | Strategy and architecture  Technical strategy and planning | * Takes responsibility for the accessibility, retrievability, security, quality, retention, and ethical handling of specific subsets of data. * Assesses the integrity of data from multiple sources. * Provides advice on the transformation of data/information from one format or medium to another. * Maintains and implements information handling procedures. * Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures. * Manipulates specific data from information services, to satisfy defined information needs. | Level 4  DATM |
| Database design  Skills Framework for the Information Age logo | Development and implementation    Systems development | * Develops appropriate physical database or data warehouse design elements, within set policies, to meet business change or development project data requirements. * Interprets installation standards to meet project needs and produces database or data warehouse component specifications. | Level 3  DBDS |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| **COMPLEMENTARY CAPABILITIES** | | | |
| --- | --- | --- | --- |
| Capability group/sets | Capability name | Description | Level |
| Personal Attributes icon | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships icon | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results icon | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers icon | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |

| Occupation specific complimentary capabilities | | | |
| --- | --- | --- | --- |
| **Capability Set / Skill** | **Category and Sub-category** | **Description** | **Level and Code** | |
| **Customer service support**  Skills Framework for the Information Age logo | Relationships and engagement  Stakeholder management | The management and operation of one or more customer service or service desk functions. Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services. The delivery of customer service through multiple channels including human, digital, self-service and automated. | Level 3  CSMG | |
| **Security administration**  Skills Framework for the Information Age logo | Delivery and operation  Service operation | The provision of operational security management and administrative services. Typically includes the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation. | Level 4  SCAD | |