**POSITION DESCRIPTION**



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| **POSITION TITLE:**  | **Applications Database Administrator** |
| **POSITION NO:**  | 3241 |
| **CLASSIFICATION:**  | Band 7 |
| **AWARD / LWAA:** | Moreland City Council Enterprise Agreement  |
| **DEPARTMENT:**  | Business Transformation |
| **BRANCH:** | Information Technology |
| **WORK UNIT:** | Applications and Databases |
| **REPORTS TO:**  | Applications and Databases Coordinator |
| **SUPERVISES:** | Nil |
| **PREPARED BY:** | Applications and Databases Coordinator |
| **APPROVED BY:** | Manager Information Technology |



*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

1. **POSITION OBJECTIVES:**

The purpose of this role is to perform system administration for Council's suite of applications and databases, provide support and assistance to users of Council's applications and facilitate the exchange of data between the various applications and databases.

The role requires the development and implementation of strategic and operational improvement programs to ensure current and future business requirements are met. To achieve this, significant interaction and engagement with all levels of Council staff and external vendors is required. In collaboration with the wider IT team (especially Project Services and Infrastructure areas), the Applications and Database Administrator assists and manages support, maintenance and technical advice to the business.

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| **Value** | **Statement** |
|  | We acknowledge our main purpose is to work with our Community and customers |
|  | I will support and value others |
|  | I take pride in my work and am responsible for doing it well |
|  | I will do what I say |
|  | We will work within and across the organisation to achieve community outcomes |

1. **KEY RESPONSIBILITY AREAS:**

# Applications and Database Administrator

* Perform the role of systems administrator for Council's suite of systems and databases.
* Maintain a high level of system performance and efficiency by regular monitoring and tuning where necessary.
* Manage Service Level Agreements (SLA's) for application support services.
* Oversee Council’s systems, monitoring data integrity, identifying potential problems and organising or recommending solutions or options for rectification.
* Develop procedural documentation for database installation, maintenance, backups, performance monitoring and integration as directed by the Applications and Databases Coordinator.
* Ensure all databases are regularly backed-up and that the backups meet recovery expectations as needed.
* Provide pro-active advice, support and assistance to users across Council in running existing and developing new data loads, extracts and reports.

# Application Support

* Contribute to a positive team environment by actively supporting the goals of the team and offering support to other team members.
* Communicate with the Applications and Databases Coordinator and IT Service Desk on a regular basis to keep up to date on current issues and to keep other team members informed of developments with applications and databases.
* Provide advice, support and assistance to users across Council in running existing applications, reports and extracts.
* Review the IT Helpdesk system to undertake logged incidents and requests.

# Change Control

* Contribute to the implementation and maintenance of the Disaster Recovery Plan. Implement and maintain Continuous Improvement System standards and procedures.

**Audit & Risk Management**

* Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
* Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.

**Community Engagement**

* Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.

**Continuous Improvement**

* Implement and maintain Continuous Improvement System standards and procedures.

# Environmental Sustainability

* Incorporate Council's environmental sustainability objectives and targets into projects and programs.
* Promote and participate in a culture of environmental sustainability.

# Occupational Health & Safety

* Implement and maintain health and safety standards and procedures according to Council policy.
* Demonstrate effective leadership on OHS matters.

# Diversity & Equity

* Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

**Records Management**

* Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

**Other duties**

* Required to undertake other duties as directed.
1. **ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Applications and Databases Coordinator

**Supervises:** Nil

**Internal Liaison:** All levels of Organisation

High level of interaction/teamwork with the Applications and Databases Coordinator and other support staff in IT Branch.

**External Liaison:** Vendors for technical support and change management

 IT staff at other Councils

 User group forums

#### JOB CHARACTERISTICS RELEVANT TO THE POSITION

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 7 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 7, Clause 7)

1. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**
* Ensure the performance of all databases meets user requirements in terms of response time and data integrity.
* Develop and maintain data architecture plans and database schemas for Council’s core suite of databases.
* Manage incidents and support requests from logging to resolution.
* Prepare change control forms for approval by the Applications and Databases Coordinator.
* Provide technical input to the Applications and Databases Coordinator for the development and update of IT policies and future IT strategies for Moreland City Council.
* Evaluate technology options and recommend preferred solutions.
* Report to the Applications and Databases Coordinator on all issues relevant to the applications and databases supported.
1. **JUDGEMENT AND DECISION MAKING:**
* Provide comprehensive direction and advice on database standards for existing and new application systems.
* Provide capacity planning advice to the Applications and Databases Coordinator.
* Ensure all database support processes are clearly documented and understood by all parties.
* Manage all changes made to databases and report issues or risks of a strategic nature.
1. **SPECIALIST KNOWLEDGE AND SKILLS:**
* A high level of technical skill and understanding of the theory, principles and structure of relational database technology.
* Demonstrated capacity to perform the systems administration tasks on a range of technology platforms.
* Ability to write program code to perform data loads or data extracts from Council databases.
* Demonstrated capacity to perform application support tasks on a range of technology platforms.
* The ability to translate technical information to a range of non-technical staff, managers and councillors in a user-friendly manner.
* A good understanding of the role and functions of the IT Branch within the context of a Local Government organisation or the ability to develop this understanding.
1. **MANAGEMENT SKILLS:**
* Commitment to excellence in customer service.
* Commitment to flag serious process issues requiring attention with management.
* Excellent written and verbal communication skills.
* Excellent time management and organisational skills.
* Ability to work autonomously with minimal direction.
* Ability to manage multiple tasks.
* Ability to set and review priorities.
* Ability to meet deadlines.
* Commitment to practices which ensure a healthy and safe work environment.
1. **INTERPERSONAL SKILLS:**
* Demonstrated ability to perform under pressure in the face of competing priorities.
* Demonstrated flexibility in working in a small team environment.
* Ability to work with people from all areas and levels within the organisation.
1. **QUALIFICATIONS AND EXPERIENCE:**
* Diploma or degree in Information Technology or equivalent
* Proven experience performing database administration for Microsoft SQL Server databases
* Experience writing SQL scripts to load and extract data (SSIS/SSAS)
* MCSE/MCDBA certification would be well regarded
* Experience supporting various application systems. Experience working with Micro Focus Content Manager and Infor Pathway system would be well regarded.
1. **PHYSICAL REQUIREMENTS OF THE POSITION**

**TASK** **ANALYSIS**

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

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| **Condition/Activity** | Constant | Frequent | **Occasional** | **N/A** |
|  |  |  |  |  |
| Manual handling weights -above 10kgs -below 10kgs | ( )( ) | ( )( ) | ( )( ) | ( x )( x ) |
| Manual handling frequency | ( ) | ( ) | ( ) | ( x ) |
| Repetitive manual work | ( ) | ( ) | ( ) | ( x ) |
| Repetitive bending/twisting | ( ) | ( ) | ( ) | ( x ) |
| Working with arms above head | ( ) | ( ) | ( ) | ( x ) |
| Lifting above shoulder height | ( ) | ( ) | ( ) | ( x ) |
| Using hand tools – vibration/powered | ( ) | ( ) | ( ) | ( x ) |
| Operating precision machinery | ( ) | ( ) | ( ) | ( x ) |
| Close inspection work | ( ) | ( ) | ( ) | ( x ) |
| Wearing hearing protection | ( ) | ( ) | ( ) | ( x ) |
| Wearing eye protection | ( ) | ( ) | ( ) | ( x ) |
| Working in dusty conditions | ( ) | ( ) | ( ) | ( x ) |
| Working in wet/slippery conditions | ( ) | ( ) | ( ) | ( x ) |
| Wearing Gumboots | ( ) | ( ) | ( ) | ( x ) |
| Wearing safety shoes/boots (steel cap) | ( ) | ( ) | ( ) | ( x ) |
| Working with chemicals/solvents/detergents | ( ) | ( ) | ( ) | ( x ) |
| Washing hands with soap (hygiene) | ( ) | ( ) | ( ) | ( x ) |
| Working at heights | ( ) | ( ) | ( ) | ( x ) |
| Working in confined spaces | ( ) | ( ) | ( ) | ( x ) |
| Working in chillers (+4 degrees C) | ( ) | ( ) | ( ) | ( x ) |
| Performing clerical duties | ( x ) | ( ) | ( ) | ( ) |
| Working on a keyboard | ( x ) | ( ) | ( ) | ( ) |
| Driving cars and/or trucks | ( ) | ( ) | ( x ) | ( ) |
| Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ( ) | ( ) | ( ) |  ( ) |

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Other special features (e.g. nature of chemicals, travelling requirements, etc):

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1. **KEY SELECTION CRITERIA**
* Several years’ experience performing database administration for Microsoft SQL Server databases.
* Experience providing application support in a similar operating environment.
* Diploma or degree in Information Technology or equivalent
* Relevant certifications e.g. MSCE/MCDBA
* Customer service focus
* Communication skills
* Experience managing small projects involving setting up new databases, data loads and extracts, systems upgrades.

**SIGNATURE PAGE**

**This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.**

######  Date / /

**(Staff member’s signature)**

 **Date / /**

**(Supervisor/Manager’s signature)**

**Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.**