Database Administrator

Position Details

Reports to: Operations Manager Core Systems

Location: ICT, Royal NZ Police College, Porirua

District/Service Centre:

Shift work/non shift work: non-shift work

Group: <Districts/Finance/MPES/National Operations etc>

Remuneration range: Band G

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: None

Delegated financial authority: n/a

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision to have the trust and confidence of all.

Purpose

The purpose of the Resource Management is to deliver Our Business through advice, assurance, training and support.

To support the delivery of these outcomes the Database Administrator will manage the day to day technical and functional direction of database systems, delivering second and third level support to business owners and end users to ensure data integrity, reliability, and performance at optimal efficiency.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

Through a combination of project and BAU activities Database Administrators provide support of Database systems, including implementing new solutions and services, and the pro-active maintenance and enhancement of existing systems to constantly refine and optimise performance of the environment.

- Ensures that databases have a high level of availability and problems and issues are responded to, and prioritised within agreed SLA parameters and in accordance with industry best practices.

- Follows database standards for applicable platform including naming standards, security, backup and recovery, version control etc.
- Maintains data integrity by ensuring that valid backups are available to restore.
- Keeps database systems compliant with NZ Police policies on database software releases.
- Proactively manages databases to be reliable, maintainable and serviceable.
- Sets up and monitors availability and performance of database systems.
- Works with infrastructure teams to ensure that databases have sufficient resource/ capacity to meet system requirements.
- Provides support for projects and reviews the design and build documents. Consults /provides advice on requirements including licencing, capacity, performance, security ensuring that product and solution requirements meet established standards.
- Establishes and maintains a professional customer-focused service delivery culture that is service-based and aligned with current IT industry best practices.
- Applies Level 2 and 3 database support services to fulfil business requirements as defined in the appropriate Database Service Level Requirements/Agreement, including some coordination/escalation across other support teams in conjunction with the Service Desk.
- Raises and coordinates changes for databases fault fixes/patches/scheduled outages.
- Provides specialist knowledge and advice relating to databases and their usage as required, advising end-users on database functionality and business context and other ICT teams on specific technical aspects of databases.
- Monitors vendor support to ensure it is delivered according to a defined and agreed Underpinning Contract (UC) and escalates where necessary.
- Available for out of hours support on a rostered basis.
- Maintains systems documentation, covering backup/recovery, system configuration, manual and automated tasks, upgrade planning and fault resolution methods.
- Follows Police ICT standards and procedures, including but not limited to change control, data integrity and security requirements.

3. Strategy Development

- Assists in the development of relevant Information and Communications Technology strategies.
- Researches, evaluates and recommends potential improvements and enhancements.

4. Contract Management

- Assists in defining Service Level Agreements with service providers where required.

5. Team Work

- Contributes to the setting and achievement of team goals, objectives and standards.
- Provides back-up, support and cover for other team members where possible.

6. Relationship Management

- Develops and maintains effective working relationships and communication networks
- Internal – with relevant Police staff including CI Development, Integrated Planning, programmes and projects, and Service Operations.
- External – with industry vendors, partners and other government agencies.

- Builds productive and positive relationships with customers, conducting service reviews for key customers, reviewing performance reports, service improvements, quality and processes.
- Manages and collaborates with strategic partners and vendors at an operational level as appropriate.
- Provides feedback to ICT on vendors performance if required, including escalating any quality issues or where the provision of services is not in line with SLAs, OLAs or ICT expectations.

Additional Key Accountabilities

Person Specification

Knowledge: See experience section below

Skills: The following technical skills from the SFIA Framework are required for this role:

Skill	Skill description	Level description
Database administration (DBAD)	The installation, configuration, upgrade, administration, monitoring and maintenance of databases.	Level 4 - 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.
Problem management (PBMG)	The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.	Level 4 - 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.
Security administration (SCAD)	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 - Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Provides guidance in defining access rights and privileges. Investigates security breaches in accordance with established procedures and recommends required actions and supports / follows up to ensure these are implemented.
Storage management (STMG)	The planning, implementation, configuration and tuning of storage hardware and software covering online,	Level 4 - Reviews capacity, performance, availability and other operational metrics and take appropriate action to

	offline, remote and offsite data storage (backup, archiving and recovery) and ensuring compliance with regulatory and security requirements.	ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect and secure business information. Creates reports and proposals for improvement and contributes to the planning and implementation of new installations and scheduled maintenance and changes within the system. Prepares and maintains operational procedures and provides technical expertise and appropriate information to the management.
System software (SYSP)	The provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software.	Level 4 - Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.

Experience:

	DB2	Oracle	SQL
Experience supporting and troubleshooting databases in a large organisation.	Y	Y	Y
Knowledge of and experience with data replication and high availability	Y	Y	Y
Knowledge and experience with running databases on the applicable operating systems	Solaris, Red Hat & Windows	Solaris & Red Hat	Windows

Qualification/s:

Tertiary qualification in related field (e.g. BSC in computing) or equivalent relevant experience

Competencies *The following competencies are most important for success in this role:*

Competency: Solve

Definition: We consider situations from different perspectives, and explore alternatives and consequences before taking action. We take responsibility for our decisions and are prepared to review and change our approach when required.

Level: Individual

Competency: Deliver

Definition: We are committed to delivering a high standard of service. We take personal responsibility for our performance – setting clear expectations, planning and prioritising our work, and seeking feedback from others in order to achieve our objectives.

Level: Individual

Competency: Innovate

Definition: We anticipate and respond to the changing needs of the community and organisation. We seek ways to improve our service and support initiatives that enable us to deliver our objectives in a more effective and efficient way.

Level: Individual

Additional Requirements

Pre-employment Checks

No (no Children's Worker safety check required)