

Position Description

Position title	Database Administrator
Department / Division	Digital / Allied & Digital Health
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Team Leader, Servers, Storage and Cloud Operations
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, 50 Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>The Digital Department at RCH provides critical technology services supporting clinical, operational and corporate functions across the hospital. The Servers, Storage and Cloud Operations team is responsible for core infrastructure platforms, including database services. The database environment is predominantly on-premises, consisting of Microsoft SQL Server and Oracle systems, including Oracle E-Business Suite, which underpin a wide range of clinical and business applications.</p>

These platforms operate within a highly regulated healthcare environment, requiring strong focus on availability, security, data integrity and audit compliance. The team is also progressively modernising the existing database infrastructure through upgrades, standardisation and selected migration initiatives, while maintaining continuity of critical services.

ROLE PURPOSE

The Database Administrator provides Business as Usual (BAU) and project-based support for RCH database platforms, primarily in on-premises SQL Server and Oracle environments, including Oracle E-Business Suite. The role ensures database availability, performance, security, data integrity and recoverability, while supporting the ongoing stabilisation, modernisation and incremental improvement of the existing database infrastructure, including contributing to agreed upgrade and migration activities in line with organisational roadmaps, standards and priorities. Where appropriate, this includes limited use of cloud-based database services. The role operates with a high degree of autonomy and contributes to the effective planning, delivery and continuous improvement of database services within the Digital Department.

KEY ACCOUNTABILITIES

Customer Service

- Prompt and appropriate attention to all incidents and requests logged.
- Support a customer focused team environment.
- Work in collaboration with multidisciplinary team.
- Provide advice, guidance and support to line managers and staff and ensure compliance with policy and procedures and relevant legislation.
- Foster collegiate relationships with internal and external stakeholders.

Technical Leadership

- Provide technical leadership and subject matter expertise in day-to-day database administration activities, including supporting decision-making and guiding best practice across the team.
- Provide technical guidance and knowledge sharing to team members, contributing to capability development and maintaining effective collaboration within the database and broader ICT teams.
- Support modernisation of existing database platforms through upgrades, consolidation, standardisation and technical debt reduction activities.
- Ensure availability, integrity, security, and performance of RCH databases.
- Contribute to and support database lifecycle management (build → operate → retire).
- Support standardised SQL Server and Oracle platform builds and configurations.
- Provide technical input into database migration activities and solution options.
- Implement practical automation and scripting to support database operations and maintenance.
- Responsible for the core areas of database administration, including configuration management, security implementation, monitoring, tuning, troubleshooting, backup and recovery.
- Participate in evaluation of database technologies where required, with consideration of organisational risk and maturity.
- Planning and implementation of technical changes in accordance with Change Advisory Board (CAB) processes and approved implementation plans.

Operational

- Provide Level 3 escalation support for database platforms during business hours.
- Contribute to initiatives aimed at improving the reliability, sustainability and supportability of the current database environment.
- Participate in an out-of-hours on-call rotation as required.
- Contribute to internal and external audits as requested by the Team Leader.
- Work on approved ICT projects, ensuring database-related tasks are delivered within agreed timelines.
- Identify operational risks impacting database services and escalate with mitigation recommendations.
- Perform problem management activities, including root cause analysis for recurring issues.
- Support capacity planning and lifecycle planning for ageing database platforms.
- Support delivery of database services in alignment with agreed service levels, priorities and organisational objectives.
- Engage vendors (e.g. Oracle, Microsoft, support partners) for operational support and issue resolution when required.
- Support proactive monitoring and alerting to ensure database service availability.
- Participate in data centre to cloud activities where approved and applicable.
- Participate in activities to maintain or enhance the RCH cyber security posture, including database patching and compliance.

Strategic Planning and Leadership

- Contribute to the strategic planning and continuous improvement of database and platform services within the Digital Department.
- Develop, document and maintain database-related operational procedures, standards and guidelines.
- Provide technical leadership within area of expertise, including guidance and knowledge sharing.
- Contribute to reporting and analysis of database performance, availability and key operational metrics to support decision-making.

Security

- Support and assist in maintaining the ICT cyber security posture as it relates to database platforms.
- Ensure databases meet RCH security, privacy and audit requirements, including patching, access controls, encryption and logging.
- Identify potential database-related security risks and escalate to the Team Leader and Security & Governance teams.

General

- Contribute to and participate in an environment of continuous learning and improvement.
- Lead ICT team member participation to ensure ongoing excellence in service delivery and teamwork.
- Contribute to a positive team culture that supports collaboration, knowledge sharing, safety and continuous improvement.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in Information Technology or equivalent practical experience.
- Demonstrated experience (typically 5+ years) supporting enterprise SQL Server and Oracle database platforms in on-premises environments.
- Demonstrated specialised technical expertise in database administration, including managing performance, availability, security and recoverability of critical systems, including environments supporting Oracle E-Business Suite (EBS).
- Experience working in complex, highly regulated environments, applying structured processes for change, incident and problem management.

Desirable:

- Exposure to cloud-hosted databases (e.g. Azure SQL, Oracle Cloud Infrastructure (OCI), AWS).
- Experience supporting database migration activities or tooling.
- Familiarity with enterprise monitoring, reporting or backup platforms.
- Industry certifications in Oracle, Microsoft or cloud technologies.
- Experience working in healthcare or other highly regulated environments.

KEY SELECTION CRITERIA

- Demonstrated experience providing hands-on operational support for enterprise database platforms in a production environment.
- Ability to effectively prioritise work, troubleshoot issues and respond calmly to operational incidents.
- Demonstrated commitment to process, documentation and change control, including working within formal IT service management or CAB frameworks.
- Strong customer service skills, with the ability to build and maintain effective working relationships with technical and non-technical stakeholders.
- Clear written and verbal communication skills, including the ability to explain technical issues in a practical and understandable way.
- High level of attention to detail and accuracy in operational database administration tasks.
- Demonstrated ability to handle confidential, sensitive and patient-related information with discretion and professionalism.
- Well-developed organisational and time management skills, with the ability to manage multiple concurrent priorities.
- Demonstrated ability to contribute constructively as part of a small, collaborative technical team.
- Commitment to continuous improvement and ongoing professional learning.
- Ability to work with a high degree of autonomy within established standards, procedures and escalation pathways.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)

- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

May 2026