

## Position Description

<b>Position title</b>	ICT Cloud Operations Database Administrator		
<b>Department / Division</b>	Information and Communications Technology		
<b>Classification</b>	AO8	<b>Employment Status</b>	Full time ongoing
<b>Position reports to</b>	ICT Operations Manager		
<b>No. of direct &amp; indirect reports</b>	N/A		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

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.

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.

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/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

The RCH Information Communication and Technology (ICT) Department is looking to bring in new ways of working and support the ongoing operation of the hospital. The Cloud Operations Database Administrator (DBA) will provide Business As Usual (BAU) and project based support to ensure the availability, performance, security and integrity of databases used at RCH, for cloud and on-premise databases. This will include proactive monitoring and capacity planning. RCH is undertaking a digital transformation, which will include the migration of databases and data services to the cloud, as part of the overall "cloud first" strategy.

### 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
- Foster collegiate relationships with internal and external stakeholders

### **Stakeholder Management & Engagement**

- Manage and maintain strong business relationship with stakeholders
- Communicates with applicable business and clinical staff in the process of advising or consulting regarding database-related topics
- Interprets and communicates technical information to provide advice to technical staff and status updates to business leads.
- Liaising with vendors and stakeholders

### **Teamwork**

- Work with technical teams ensuring high levels of professionalism, operational efficiencies, operational excellence, continuous improvement, customer engagement and satisfaction.
- Participate in relevant projects and initiatives as part of the ICT team.
- Ensuring knowledge sharing and collaboration with project stakeholders

### **Quality**

- Create and support an environment of continuous improvement
- Enhance collaborative practices with other internal and external services, including key stakeholders from other professional disciplines
- Complies with Change Advisory Board requirements in respect of technical changes
- Supporting change and communication management processes

### **Operational**

- Contribute to external and internal audits as required by the ICT Operations Manager
- Be an active member in group forums, proposing solutions within areas of expertise.
- Work on key ICT projects ensuring that tasks are completed within scheduled timelines
- Providing Level 3 escalated database support to the broader IT Team.
- Identifying and alerting the ICT Operations Manager to any risks including the provision of risk mitigation strategies, any changes to production systems, and participating in the change approval procedures ensuring maximum availability of all ICT systems.
- Contribute to the out-of-hours support of RCH ICT systems as directed by the ICT Operations
- Manage and support the proactive monitoring and alerting of databases to ensure high availability
- Participate in Data Centre to Cloud migration activities
- Participate in activities to maintain or enhance the RCH cyber security posture, including compliance with required cyber security frameworks e.g. database patching

### **Technical**

- Provide technical leadership and Subject Matter Expertise in respect of database administration, for cloud and on-premise environments
- Provide technology leadership and advocacy to RCH
- Ensure availability, integrity, security and performance of RCH databases, both on premise and cloud based
- Responsible for the key areas of database administration, including but not limited to configuration management, security rules implementation, automation, monitoring and tuning, data custodian management, trouble shooting, and backup
- Keeps abreast of new technologies and trends, and maintains a principle of continuous learning

## **QUALIFICATIONS AND EXPERIENCE**

### **Essential:**

- Tertiary qualifications in a business or technology related degree and/or significant industry experience

- Previous experience as a database administrator, within enterprise level Oracle and SQL Server database environments
- Experience in Oracle e-Business Suite (EBS)
- Experience in implementing and supporting databases in cloud environments, including Azure and Amazon Web Services
- Experience in Linux and Windows Server operating systems
- Excellent written and verbal communications
- Excellent organisational and planning skills with the ability to priorities workload and competing demands and conflicting priorities
- Analytical thinking and problem solving

**Desirable:**

- Industry certifications in Oracle or Microsoft database products
- Industry certifications in Amazon Web Services or Azure cloud and cloud database products
- Experience in a Healthcare

**KEY SELECTION CRITERIA**

The skills and experience you will need to demonstrate include:

- 5+ years experience in a database administration role, for cloud and on-premise databases
- Able to develop and maintain working relationships with key stakeholders, vendors and customers.
- Detail orientated
- Self motivated
- Creative problem solver with technical aptitude, able to quickly grasp concepts and add new insights
- Able to work independently as well as within a team including project managers, ICT technical experts, and business or clinical Subject Matter Experts
- High level communication (verbal and written), negotiation and interpersonal skills

**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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

**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	June 2022
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