

Position Description

Position title	ICT Cloud Database Administrator
Department / Division	Information and Communications Technology
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, 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 PURPOSE
<p>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</p>

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
- 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 respect of database administration, for cloud and on-premises environments.
- Ensure availability, integrity, security, and performance of RCH databases, both on premise and cloud based .
- Keeps abreast of new technologies and trends and maintains a principle of continuous learning.
- 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, troubleshooting, and backup.
- Implement monitoring and health reports that help reduce and eliminate Microsoft SQL issues effecting end users.
- Planning and implementation of proposed technical changes in accordance with Change Advisory Board (CAB) and overall implementation plans.

Operational

- Contribute to external and internal audits as required by the Team Leader, Servers, Storage and Cloud Operations.
- 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 support to the broader IT Team.
- Identifying and alerting the ICT Team Leader Servers, Storage and Cloud Operations 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 Manager and/or Team Leader, Servers, Storage and Cloud 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.

Strategic Planning and Leadership

- Develop, document and maintain ICT Infrastructure related processes, standards, procedures and guidelines.

- Develop and implement operational service plans and ensure staff participation in planning process.
- Support and implement change initiatives as directed

Security

- Support and assist in uplifting and maintaining the ICT cyber security posture.
- Participate in activities to maintain or enhance the RCH cyber security posture, including compliance with required cyber security frameworks e.g., database patching.
- Support and assist with the implementation and maintenance of cyber security tools and technologies.
- Identify potential cyber security risks and alert Team Leaders and Security & Governance team of the risks.

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.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in Information Technology or equivalent experience and Industry certifications.
- 7+ years' experience as a database administrator, within enterprise level Oracle and SQL Server database Environments for cloud and on-premise environments.
- Experience in Oracle e-Business Suite (EBS)
- Experience in creating complex oracle EBS reports via SSRS.
- Experience in implementing and supporting databases in cloud environments, including Azure and Amazon Web Services
- Experience in SQL Server 2016 to 2022.
- Experience in setting up database clustering, availability groups and active passive failover configuration & availability group load balancing.
- Experience in Linux and Windows Server operating systems
- Experience in SQL Reporting.
- Experience in regular SQL and Oracle patching.
- Experience in designing DR and High availability environments.

Desirable:

- Industry certifications in Oracle or Microsoft database products
- Industry certifications in Amazon Web Services or Azure cloud and cloud database products
- An understanding of the healthcare sector.

KEY SELECTION CRITERIA

The skills and experience you will need to demonstrate include:

- An ability to effectively prioritise tasks and successfully problem solve and trouble-shoot issues.
- Demonstrated strong commitment and adherence to process and change control practices.
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers

- Excellent written, verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Ability to handle confidential and sensitive information with discretion
- Highly developed organisational and planning skills
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise
- Demonstrated commitment to lead and contribute as part of a team
- Experience in continuous improvement
- Ability to work autonomously

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

September 2023