

Statement of Duties

Position Title: IT Consultant (Database Administration)	Position Number: Generic	Effective Date: April 2021
Group: Information Management and Technology Services (IMTS)		
Section: Applications Services	Location: South, North, North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Fixed-Term	
	Position Type: Full Time	
Level: 3	Classification: Information & Communication Technology	
Reports To: Manager - Applications Services		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Working in close partnership with the Department of Health (DoH) stakeholders, the IT Consultant (Database Administration) will:

- Deliver high level specialist technical support to the design, development, installation, maintenance, upgrade, and operational administration of the database management system infrastructure supporting IT applications and systems architecture.
- Undertake a consultative role to business stakeholders by providing high level specialist technical advice on database management system architecture, selection, commissioning, and operational management and support.
- Provide leadership, management and coordination of technical activities required to develop, commission, interface, maintain and support the database components of IT applications, systems, and integration frameworks.

Duties:

1. Provide specialist database administration advice to software selection, commissioning, installation, development, testing, integration, on-going maintenance, support, and consultancy to business owners, including the establishment of disaster recover procedures, security schemes and any relevant quality assurance processes.
2. Administer and support DoH application databases as required, including advising on database architecture, planning, assisting, and undertaking upgrades, reporting, tracking, and resolving database issues, testing disaster recovery plans, and monitoring and auditing database use.
3. Provide second and third level specialist technical support to staff that use and support a range of applications.
4. Develop, manage, and maintain relationships with software vendors of clinical and administrative applications supporting DoH operations.

5. Lead work activities and prepare complex documentation ensuring compliance with IMTS policy and standards.
6. Proactively provide cross-functional coordination and lead and mentor other team members and business application support staff.
7. Provide strategic advice and undertake complex investigations and research around issues related to database management, system administration and support.
8. Assist with identification of options, planning, architecture, design, development, integration, and implementation of systems delivered by projects scoped from DoH work plans and Digital Health and ICT strategies as they are developed and implemented over time.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

Under broad direction from the Manager – Applications Services, the occupant will provide high level consultation and leadership to staff and stakeholders across the DoH regarding the development, commissioning, integration, and maintenance of databases that support IT applications and systems. This requires the occupant to:

- Apply considerable operational autonomy and independence to prioritise and effectively achieve approved objectives, goals and measure within the Unit whilst collaborating with the IMTS Management Team to ensure a cohesive and unified approach to service delivery.
- Contribute high level technical expertise to the ongoing planning, development and management of information architecture, technology, and resources.
- Provide professional mentoring and support to staff in the section and assist in the functional coordination of other staff as required.
- Engage and consult with the following stakeholders to negotiate effective outcomes:
 - a) Managers and staff from all sections within IMTS.
 - b) Project Managers, DoH business owners and representatives, and System Manager Groups.
 - c) External service providers, system vendors and stakeholders.
- Adhere to and promote IMTS, DoH and State Service values, policies and practices and provide professional mentoring and support to team members to encourage a collaborative and cohesive approach in contributing to IMTS's goals.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Skills Framework for the Information Age (SFIA), database administration (DBAD) Level 5 capabilities.

Selection Criteria:

1. Extensive experience in technical architecture, application development, database administration and/or integration, including a demonstrated ability to effectively implement, support and administer enterprise applications that demand high availability across dispersed geographic locations.
2. High level conceptual, analytical, and innovative skills to effectively identify, define, and develop practical IT solutions to meet emerging developments and assist in continuous improvement in the service delivery of complex activities.
3. High level communication skills including the proven ability to clearly articulate complex and difficult technical issues to non-technical staff and stakeholders, and to prepare and present high-quality formal documentation and recommendations to a final standard within a senior management environment.
4. Highly effective interpersonal skills and the ability to represent the organisation with the authority to build and maintain effective relationships and negotiate outcomes to meet specified requirements.
5. Demonstrated ability to effectively engage, lead and coordinate staff to achieve organisational objectives whilst modelling a high standard of professional and ethical behaviour that aligns with and promotes DoH values; and manage and escalate issues appropriately to effectively achieve outcomes.
6. High level project management skills and demonstrated experience in planning, organising, scheduling, and delivering quality work within established and conflicting timeframes.
7. Demonstrated ability to work constructively as a senior member of a team, including experience in having worked effectively within a political environment subject to work pressure, competing priorities, ambiguity, and change.

Working Environment:

- Intrastate and interstate travel may be a requirement of the role.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.