

# Role Description

## Database Engineer

Role Description Fields	Details
Cluster	NSW Health
Agency	eHealth NSW
Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 3
Employment Status	<permanent/temporary – full time/part time>
Location	Chatswood or St Leonards
Directorate/Business Unit	
Reports to	<manager's position title>
Roles reporting to	<subordinates' position title>
Position Number (StaffLink)	<Enter information>
Date of Approval	<workforce version control>
Agency website	<a href="http://www.ehealth.nsw.gov.au">www.ehealth.nsw.gov.au</a>

### Primary Purpose of the role

The Database Engineer is responsible for the management of the organisation's databases and middleware to ensure changes and queries are addressed in accordance with the needs of internal and external customers.

### About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services across NSW Health. We support a digitally enabled and integrated health system that delivers quality patient-centred health experiences and outcomes to the people of NSW.

Customers' and consumers see eHealth NSW as an organisation with customer centric values, behaviours and capabilities. We work together to build trust and engage with our customers and share up-to-date understanding of their business needs. We deliver consistent, reliable and easy-to-use products and services that meet our customers' needs. We share customer feedback and data and use the insights to continually improve our customers' experience.

### Key accountabilities

- Participates in development ceremonies, to refine, breakdown, size, document and implement user stories or tasks using appropriate methodologies, guiding principles and tools. Contributes to developing supporting technical and non-technical documentation to support deliverables.
- Manage the setup of performance monitoring metrics for database and middleware including regular performance reporting to ensure environments are operated according to SLAs.

- Implement developed software changes, upgrades and automated procedures to enhance operational capabilities and enable self service capabilities and drive improvements in service delivery.
- Manage the organisation's database and middleware technology and architecture, to ensure data remains available, efficiently accessible, secure, and stable across the organisation.
- Undertake activities to document user profiles to facilitate timely and appropriate data distribution throughout the organisation.
- Conduct tests and evaluations to ensure data security, privacy and integrity is reported enabling the identification of risks and issues in a timely manner.
- Perform data management support activities, resolve or escalate technical problems, provide customer updates and feedback in a timely manner, and assist with training users, to assist customers across the organisation in utilising data effectively.
- Research and maintain expertise on emerging trends and technologies. Contributing to building streamlined ways of working for the Database Engineering capability across eHealth NSW.

## Key challenges

- Establish collaborative and influential relationships with stakeholders, customers and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Effectively balance competing demands.
- Contribute to creating and maintaining a constructive workplace culture.

## Key relationships

### Internal

Who	Why
Delivery Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> <li>• Provide regular updates on strategic deliverables, issues and priorities</li> </ul>
Capability Manager	<ul style="list-style-type: none"> <li>• Capability related learning and alignment</li> <li>• Workforce and employment relations management</li> </ul>
Work Teams	<ul style="list-style-type: none"> <li>• Share knowledge and deliver roadmaps</li> <li>• Resolve escalated technical issues</li> </ul>

## Role dimensions

### Number of Direct reports

Nil

### Number of Indirect reports

Nil

### Budget (\$)

Nil

### Financial Delegation

As per eHealth NSW Delegations Manual

## Management Reporting

Line Manager	TBC
Delivery Management Support	TBC
Capability Management Support	Capability Manager

## Essential requirements

- Experience in the management of the organisation's databases and middleware in a shared services environment, including relevant qualifications or the equivalent.
- Experience in managing the setup of performance monitoring metrics for database and middleware including regular performance reporting to ensure environments are operated according to SLAs

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

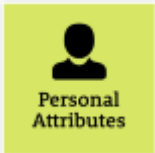
The capabilities are separated into focus capabilities and complementary capabilities.




## Focus capabilities

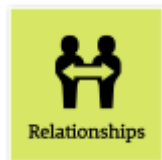
*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Act With Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate

 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community</li> </ul>	Adept

**Work Collaboratively**

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and unit
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept

**Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate

**Think and Solve Problems**

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept

**Technology**



Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept

## Occupation specific capability set








Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	<b>Strategy and Architecture, Technical strategy and planning</b> <i>Data Management</i>	Takes responsibility for the accessibility, retrievability, security, quality, retention and ethical handling of specific subsets of data. Assesses the integrity of data from multiple sources. Provides advice on the transformation of data/information from one format or medium to another. Maintains and implements information handling procedures. Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures. Manipulates specific data from information services, to satisfy defined information needs.	Level 4 - DATM
SFIA	<b>Delivery and operation, Service operation,</b> <i>Incident management</i>	Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.	Level 4 - USUP
SFIA	<b>Delivery and Operation Service Operation,</b> <i>Database Administration</i>	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. Develops and configures tools to enable automation of database administration tasks. Identify problems and issues and recommend corrective actions.	Level 4 - DBAD
SFIA	<b>Strategy and Architecture, Technical strategy and planning</b> <i>Methods and Tools</i>	Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.	Level 4 - METL

	<b>Development and implementation, Systems development, Database Design</b>	Develops and maintains specialist knowledge of database and data warehouse concepts, design principles, architectures, software and facilities. Assesses proposed changes to object/data structures, in order to evaluate alternative options. Implements physical database designs to support transactional data requirements for performance and availability. Implements data warehouse designs that support demands for business intelligence and data analytics.	Level 4 - DBDS
	<b>Strategy and architecture, Advice and guidance, Specialist Advice</b>	Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.	Level 4 - TECH

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate





## Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of the NSW Health Organisation. The following specific requirements should be noted:

### COVID-19 Vaccination Compliancy

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

### Respirator Use

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal. At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

### Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

### Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

### Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

### Performance Appraisal



Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

### **Risk Management**

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

### **Rostering Management**

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

### **Work Health and Safety**

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

### **Workplace Diversity**

Support the organisations workplace diversity goals and policies.

### **Training**

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

### **Employee Agreement**

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

<b>Signatories</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Employee			
Manager / Supervisor			

### **Job Demands Checklist**

The purpose of this checklist is to manage the risk associated with the position in relation to the incumbent. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the incumbent to ensure the risks are minimised.

OFFICIAL

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

**Job Demands Frequency Key:**

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
<b>Sitting</b> – remaining in a seated position to perform tasks				X		
<b>Standing</b> – remaining standing without moving about to perform tasks			X			
<b>Walking</b> – floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
<b>Running</b> – floor type: even/uneven/slippy, indoors/outdoors, slopes						X
<b>Bend/Lean Forward from Waist</b> – forward bending from the waist to perform tasks	X					
<b>Trunk Twisting</b> – turning from the waist while sitting or standing to perform tasks	X					
<b>Kneeling</b> – remaining in a kneeling posture to perform tasks	X					
<b>Squatting/Crouching</b> – adopting a squatting or crouching posture to perform tasks	X					
<b>Leg/Foot Movement</b> – use of leg and/or foot to operate machinery						X
<b>Climbing (stairs/ladders)</b> – ascend/descend stairs, ladders, steps		X				
<b>Lifting/Carrying</b> – light lifting and carrying (0 to 9 kg)		X				
<b>Lifting/Carrying</b> – moderate lifting and carrying (10 to 15 kg)	X					
<b>Lifting/Carrying</b> – heavy lifting and carrying (16kg and above)						X
<b>Reaching</b> – arms fully extended forward or raised above shoulder	X					
<b>Pushing/Pulling/Restraining</b> – using force to hold/restrain or move objects toward or away from the body	X					
<b>Head/Neck Postures</b> – holding head in a position other than neutral (facing forward)	X					
<b>Hand and Arm Movements</b> – repetitive movements of hands and arms					X	
<b>Grasping/Fine Manipulation</b> – gripping, holding, clasping with fingers or hands			X			
<b>Work at Heights</b> – using ladders, footstools, scaffolding, or other objects to perform work						X
<b>Driving/Riding</b> – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N
<b>Sight</b> – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
<b>Hearing</b> – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
<b>Smell</b> – use of smell is an integral part of work performance (e.g. working with chemicals)						X
<b>Taste</b> – use of taste is an integral part of work performance (e.g. food preparation)						X
<b>Touch</b> – use of touch is an integral part of work performance						X

OFFICIAL

PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY					
<b>Distressed People</b> – e.g. emergency or grief situations	X					
<b>Aggressive and Uncooperative People</b> – e.g. drug/alcohol, dementia, mental illness	X					
<b>Unpredictable People</b> – e.g. dementia, mental illness, head injuries						X
<b>Restraining</b> – involvement in physical containment of patients/clients						X
<b>Exposure to Distressing Situations</b> – e.g. child abuse, viewing dead/mutilated bodies						X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY					
<b>Dust</b> – exposure to atmospheric dust	X					
<b>Gases</b> – working with explosive or flammable gases requiring precautionary measures						X
<b>Fumes</b> – exposure to noxious or toxic fumes						X
<b>Liquids</b> – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
<b>Hazardous Substances</b> – e.g. dry chemicals, glues	X					
<b>Noise</b> – environmental/background noise necessitates people raise their voice to be heard						X
<b>Inadequate Lighting</b> – risk of trips, falls or eyestrain	X					
<b>Sunlight</b> – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X				
<b>Extreme Temperatures</b> – environmental temperatures are less than 15°C or more than 35°C	X					
<b>Confined Spaces</b> – areas where only one egress (escape route) exists						X
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground	X					
<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls	X					
<b>Working At Heights</b> – ladders/stepladders/scaffolding are required to perform tasks						X
<b>Biological Hazards</b> – exposure to body fluids, bacteria, infectious diseases						X