

Role Description

Principal Database Engineer

| Role Description Fields | Details |
|-----------------------------|--|
| Cluster | NSW Health |
| Agency | eHealth NSW |
| Award | Health Managers (State) Award |
| Classification/Grade | Health Manager Level 5 |
| 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 | www.ehealth.nsw.gov.au |

Primary Purpose of the role

The Principal Database Engineer is responsible for leading the design, innovation and management of the organisation's databases and middleware to ensure changes and queries are addressed with the organisational strategy and customer in mind.

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

- Leads discussions in development ceremonies, to refine, breakdown, size, document and implement complex user stories or tasks using appropriate methodologies, guiding principles and tools. Produces high quality supporting technical and non-technical documentation to support deliverables.

- Lead the strategic design, planning, development and setup of performance monitoring metrics for database and middleware including performance reporting to ensure environments are operated according to SLA's.
- Lead in the design, plan and implementation of complex or large-scale software changes, upgrades and automated procedures to enhance operational capabilities and enable self service capabilities and drive improvements in service delivery.
- Facilitate discussions on the development of the organisation's database and middleware technology and architecture, to ensure that the organisation takes advantage of emerging technologies and tools so that data remains available, secure, and stable across the organisation.
- Lead the development of defining users through Customer in Mind and other like practices to enable efficiencies in data distribution.
- Manage the development of database security and performance testing governance, including transparency and oversight of regular evaluations across data security, privacy and integrity, and adherence to code, documentation and testing standards.
- Lead the development of database management support processes and procedures, that will enable resolution of technical problems and training to users in a timely manner.
- Champion the vision of the Database Engineering Capability Area Group (CAG) so that it maintains expertise in emerging trends and technologies. Lead the design and develop of capability specific educational materials and other resources, in collaboration with training leads.

Key challenges

- Lead the engagement on the Database Engineering across the NSW health system, balance competing demands to achieve business objectives, establish effective stakeholder relationships and arrangements that ensure customer input to all decisions, and balance state-wide needs with local innovation and national directions.
- Work within an environment where technologies are subject to rapid evolution and change and identify technology solutions and platforms that improve the efficiency and effectiveness of the overall service offering for customers and drive improved value.
- Create, lead, and maintain a constructive workplace culture.

Key relationships

Internal

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

Role dimensions

Number of Direct reports

<TBC>

Number of Indirect reports

<TBC>

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

- Superior experience in leading the solution, design, build and operations of large and complex Database in a shared services environment, including relevant qualifications or the equivalent.
- Superior experience in the strategic design, planning, development, and setup of performance monitoring metrics for database and middleware including performance reporting to ensure environments are operated according to SLAs.
- Superior experience in the design, plan, and implementation of complex or large-scale software changes, upgrades and automated procedures to improve operational capability and provide self service capabilities.

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

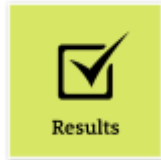
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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 |
|---|---|---|----------|
|  | Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues | Advanced |
| | Act With Integrity Be ethical and professional, and uphold and promote the public sector values | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation | Advanced |

| | | | |
|---|---|---|----------|
|  | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats | Advanced |
|  | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community | Adept |
|  | Work Collaboratively Collaborate with others and value their contribution | <ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies | Advanced |

**Deliver Results**

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

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Make sure others understand that on-time and on-budget results are required and how overall success is defined
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept

**Think and Solve Problems**

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

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced





Technology





Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced

Occupation specific capability set

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|--|---|----------------|
|  SFIA | Strategy and Architecture Technical Strategy and Planning <i>Database Management</i> | Devises and implements master data management processes, including classification, security, quality, ethical principles, retrieval and retention processes. Derives data management structures and metadata to support consistency of information retrieval, combination, analysis, pattern recognition and interpretation, throughout the organisation. Plans effective data storage, sharing and publishing within the organisation. Independently validates external information from multiple sources. Assesses issues which might prevent the organisation from making maximum use of its information assets. | Level 5 - DATM |
|  SFIA | Skills and Quality Skill management <i>Learning Design and Development</i> | Specifies the content and structure of learning and development materials. Takes responsibility for design, creation, packaging and maintenance and manages development to deliver agreed outcomes. Where required, designs, configures and tests learning environments, including creation of simulated data, and replication of external systems, interfaces, and assessment systems. Secures external accreditations as appropriate. | Level 4 - TMCR |







| | | | |
|---|--|---|-------------------|
|  | Delivery and Operation Service Operation <i>Database Administration</i> | <p>Develops and maintains procedures and documentation for databases. Identifies, evaluates and manages the adoption of appropriate database administration tools and processes, including automation. Contributes to the setting of standards for definition, security and integrity of database objects and ensures conformance to these standards. Manages database configuration including installing and upgrading software and maintaining relevant documentation. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs.</p> | Level 5 - DBAD |
|  | Strategy and Architecture Technical Strategy and Planning <i>Methods and Tools</i> | <p>Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards. Evaluates and selects appropriate methods and tools in line with agreed policies and standards. Implements methods and tools at programme, project and team level including selection and tailoring in line with agreed standards. Manages reviews of the benefits and value of methods and tools. Identifies and recommends improvements. Contributes to organisational policies, standards, and guidelines for methods and tools.</p> | Level 5 - METL |
|  | Development and Implementation, Systems Development <i>Database design</i> | <p>Provides expert guidance in the selection, provision and use of database and data warehouse architectures, software and facilities. Provides specialist expertise in the design characteristics of database management systems (DBMS) or data warehouse products/services. Ensures that physical database design policy supports transactional data requirements for performance and availability. Ensures that data warehouse design policy supports demands for business intelligence and data analytics.</p> | Level 5 - DBDS |
|  | Strategy and Architecture Advice and Guidance <i>Specialist Advice</i> | <p>Actively maintains recognised expert level knowledge in one or more identifiable specialisms. Provides definitive and expert advice in their specialist area(s). Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.</p> | Level 5 - TECH |

| | | | |
|---|--|---|-------------------|
|  | Relationships and Engagement Stakeholder Management <i>Relationship Management</i> | Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information. | Level 5 - RLMT |
|  | Strategy and Architecture Information Strategy <i>Strategic Planning</i> | Ensures that all stakeholders adhere to the strategic management approach and timetables. Collates information and creates reports and insights to support strategy management processes. Develops and communicates plans to drive forward the strategy. Contributes to the development of policies, standards and guidelines for strategy development and planning. | Level 5 - ITSP |

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 |
|---|-------------------------------------|--|--------------|
|  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
|  | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
|  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
|  | 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.

| Signatories | Name | Signature | Date |
|----------------------|------|-----------|------|
| 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.

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

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