

## JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

### A. POST DETAILS:

Job Title:	Database Administrator	Current Grade:	B003
Department:	Technology	Area:	Force Headquarters
Reports To:	Applications Support Manager	No of Posts:	2
Level of vetting:	MV	Post Number(s):	A101525/504

### B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

This function is responsible for installation, configuration, upgrade, administration, monitoring, maintenance and tuning of physical databases. The role helps to optimise performance and availability of Force-critical IT solutions, working closely with application owners to plan strategy and define system roadmaps.

The job holder will assist in assembly of Business Cases to secure funding for new products and major system upgrades, help to obtain approval for Change Requests and implement them accordingly. To liaise with system suppliers, business customers and technical colleagues in pursuit of his/her duties, and will help to safeguard and secure access to the information the Force depends on to make tactical and strategic decisions. This will typically involve researching and responding to logged issues, providing advice/training to users, devising corrections/workarounds where appropriate, updating documentation, manipulating data and defining database enhancements.

This role supports the needs of the organisation by ensuring the resilience and reliability of core Oracle applications, such as ORIGIN, Chronicle and Centurion.

The installation, configuration, upgrade, administration, monitoring and maintenance of physical databases.

### C. DIMENSIONS OF THE POST: *The key statistics associated with the post*

#### Financial – Direct or Non-Direct

Direct: None Non-direct: responsible for the asset management of software licences for 160+ oracle and SQL server database installations.

#### Staff Responsibilities – Direct or Non-Direct

Direct: None Non-direct: occasional responsibility for supervising the work of 3rd party DBAs or specialists assigned to particular support contracts or projects. Other: Participation in an on-call rota to provide out-of-hours triage, diagnostics, and remedial work in their specialist field plus, plus attendence on site if deemed necessary for operational reasons.

#### Any Other Statistical Data

BTP operates around 160+ database based applications including mission critical systems like Command & Control, Crime and Origin, plus test and training versions of the same systems. Databases are either Oracle (70%) or Microsoft SQL Server (30%). The role is responsible for multiple versions of both products running on multiple platforms including SUN, Linux and Windows, and Oracle's e-Business Suite version 11.5 for Origin.

**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

**Skills Framework for the Information Age**

*The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).*

Solution development and implementation								
Systems development	0	1	2	3	4	5	6	7
Database/repository design				<input type="checkbox"/>				
Programming/software development					<input type="checkbox"/>			
Service management								
Service design	0	1	2	3	4	5	6	7
Capacity management					<input type="checkbox"/>			
Service operation	0	1	2	3	4	5	6	7
Database administration					<input type="checkbox"/>			
Problem management					<input type="checkbox"/>			

**Solution development and implementation**

**Systems development**

**Database/repository design - Level 3: Apply:**

- Develops specialist knowledge of database concepts, object and data modelling techniques and design principles.
- Translates object and data models into appropriate database schemas within design constraints.
- Interprets installation standards to meet project needs and produces database components as required.
- Evaluates potential solutions, demonstrating, installing and commissioning selected products.

**Programming/software development - Level 4: Enable:**

- Designs, codes, tests, corrects and documents large and/or complex programs and program modifications from supplied specifications using agreed standards and tools, to achieve a well engineered result.
- Takes part in reviews of own work and leads reviews of colleagues' work.

**Service management**

**Service design**

**Capacity management - Level 4: Enable:**

- Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
- Applies techniques to modify demand for a particular resource or service.

**Service operation**

**Database administration - Level 4: Enable:**

- Uses database management system software and tools to investigate problems and collect performance statistics and create reports.
- Carries out routine configuration/installation and reconfiguration of database and related products.

**Problem management - Level 4: Enable:**

- Initiates and monitors actions to investigate and resolve problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

**E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 4 Role***

- **Autonomy** - Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- **Influence** - Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- **Complexity** - Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- **Business Skills** - Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

**F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose***

**Internal**

Contact with internal customers and colleagues.

**External**

Contact with 3rd party suppliers.

**G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.***

**Qualifications and Training:**

Educated to degree level or equivalent experience

Accredited to ITIL Foundation Level or higher

**Experience:**

Extensive experience of working as a production DBA in either Oracle or SQL Server environments, preferably both, providing support for mission critical applications. Good experience of performance monitoring and database optimisation tools and techniques. Good experience of back-up and recovery tools and techniques. Some experience of working as a development DBA.

**Knowledge:**

Good knowledge of application interfacing tools and techniques.

**Skills:**

**BTP Framework**

Business	0	1	2	3	4
Accountability				<input type="checkbox"/>	
Customer Service				<input type="checkbox"/>	
Decision Making				<input type="checkbox"/>	
Effective Communications				<input type="checkbox"/>	
Initiative				<input type="checkbox"/>	
Interpersonal Relationships				<input type="checkbox"/>	
Teamworking				<input type="checkbox"/>	
Technical	0	1	2	3	4
MS Windows Server 2003/2008			<input type="checkbox"/>		
Oracle Automatic Storage Management				<input type="checkbox"/>	
Oracle Data Base Administration (v9, 10 and 11)					<input type="checkbox"/>
Oracle Data Guard				<input type="checkbox"/>	
Oracle e-Business Suite				<input type="checkbox"/>	
Oracle RMAN Recovery Manager				<input type="checkbox"/>	
PL SQL				<input type="checkbox"/>	



SQL Server Data Base Administration

UNIX Operating System



## **Business**

### **Accountability - Level 3: Extensive Experience**

- Provides feedback on individual and team performance.
- Establishes with others criteria on which success will be measured.
- Focuses and guides others in achieving business results.
- Communicates the parameters of delegated responsibility and decision-making authority within the team.

### **Customer Service - Level 3: Extensive Experience**

- Explores and addresses the unidentified, underlying and long-term customer needs.
- Enhances customer service delivery systems and processes.
- Anticipates customers upcoming needs and concerns.
- Advocates on behalf of customers to more senior management, identifying approaches that meet customers needs as well as those of the organisation.

### **Decision Making - Level 3: Extensive Experience**

- Considers the costs, benefits, risks, and chances for success, when making a decision.
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem or avoids a risk.
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail.
- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.
- Balances competing priorities in reaching decisions.

### **Effective Communications - Level 3: Extensive Experience**

- Tailors communication (e.g. content, style and medium) to diverse audiences.
- Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.
- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates equally effectively with all organisational levels.
- Understands others complex or underlying needs, motivations, emotions or concerns and communicates effectively despite the sensitivity of the situation.

### **Initiative - Level 3: Extensive Experience**

- Maintains a level of energy and work activity to achieve goals.
- Actively seeks and identifies opportunities to contribute to and achieve goals.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organisational objectives in the near term.
- Identifies and acts on opportunities to improve organisational processes or outcomes.

### **Interpersonal Relationships - Level 3: Extensive Experience**

- Diffuses confrontational situations; treats others with respect, patience, and consideration.
- Notices and accurately interprets what others are feeling, based on their word choices, voice tones, facial expressions and other nonverbal behaviour.
- Discusses subjects in a constructive manner, with all levels of staff.
- Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways.

**Teamworking - Level 3: Extensive Experience**

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- Makes outstanding efforts to help other team members.
- Fosters team spirit.
- Ensures that all group members have an opportunity to contribute to group discussions.
- Helps build consensus among team members.

**Technical**

**MS Windows Server 2003/2008 - Level 2: Working Experience**

**Oracle Automatic Storage Management - Level 3: Extensive Experience**

**Oracle Data Base Administration (v9, 10 and 11) - Level 4: Subject matter depth and breadth**

**Oracle Data Guard - Level 3: Extensive Experience**

**Oracle e-Business Suite - Level 3: Extensive Experience**

**Oracle RMAN Recovery Manager - Level 3: Extensive Experience**

**PL SQL - Level 3: Extensive Experience**

**SQL Server Data Base Administration - Level 3: Extensive Experience**


**UNIX Operating System - Level 2: Working Experience**

**H. AUTHORISATION DETAILS:**

Prepared By:	Ben Hedges (Lexonis)	Date:	20 Dec 2013
Area Commander /FHQ HoD:	Paul Hollister	Date:	6 Nov 2014
Evaluation Panel:		Date:	13 Nov 2014

## Appendix: Legend

 High priority

 Normal priority

 Low priority