



## Position Description

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### Database and Applications Administrator

**Reports To :** IT Service Design Manager

**Location:** Launceston

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#### Background

Under legislation approved by the Tasmanian Parliament, local government has established three regional Water and Sewerage Corporations and a fourth Common Services Corporation to take over and operate the State's water and sewerage assets from 1 July 2009.

These companies will manage the State's water and sewerage assets on a commercial basis within newly developed economic and environmental regulatory frameworks. They will also provide the balance sheet and revenue strength to enable investment in the state's water and sewerage infrastructure. The sector requires capital expenditure in the order of \$1 billion over the next ten years for infrastructure enhancement and service improvement.

The Regional Corporations' responsibilities will align with the North, the North-West and the South of the State and will manage and operate the water and sewerage assets to be transferred from all councils.

The Common Services Corporation, trading as Onstream, is incorporated as a proprietary company limited by shares under the Corporations Act and is expected to operate commercially.

Onstream is governed by a Board that comprises the Chairperson, who is also the common Chairperson for the three Regional Corporations, two Directors and the Regional Corporation's Chief Executive Officers.

Onstream has two clear business drivers –

- The provision of effective and efficient shared service functions for the water industry clients; and
- The facilitation of state wide outcomes to ensure sustainable Tasmanian water and sewerage industry and the achievement of community and stakeholder expectations.

Onstream services are expected to exhibit economies of scale or support the management of business risk or deliver consistency in the provision of water and sewerage services in all regions where this would result in regulatory, planning or consumer benefit(s).

Over time Onstream is intending to provide services to other clients on a commercial basis.

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## **Information Technology & Solutions (IT&S) Division**

The IT&S Division is responsible for delivering Information and Communications Technology (ICT) and Knowledge Management services to each of the three Regional Corporations, Onstream and external clients. The Division comprises four sections, CIO Services, IT Service Design, IT Service Operations, IT Network and Communications. With facilities and staff in five locations throughout Tasmania the IT&S Division is well equipped to deliver quality service and support.

### **Database and Applications Administrator**

Reporting to the IT Service Design Manager and operating within the Information Technology Infrastructure Library (ITIL V3) framework, the Database and Applications Administrator is responsible for administering the Microsoft SQL Server environment and databases in each corporation and for providing Level 3 support for key corporate applications used by all corporations.

### **Key Responsibilities and Duties**

- Administer the Microsoft SQL Server platform and associated databases for Onstream and the three regional water corporations, with an emphasis on application performance, integrity, reliability and security.
  - Develop, document and maintain database configurations, modifications and backup and recovery processes.
  - Provide specialist, authoritative and consultative advice on complex SQL database, applications and platform matters.
  - Actively participate in information systems development and upgrades, including participation in project committees and teams as appropriate.
  - Produce appropriate reports via SQL, Microsoft Reporting Services and/or Crystal Reports as appropriate for specific business requirements.
  - Develop and maintain database documentation which records modifications and developments carried out on corporate databases and which assists users to access information contained on the database.
  - Develop and maintain data warehousing and business reporting capabilities.
  - Assist the Knowledge and Applications Administrator with application integration and data mining projects.
  - Assist the Web Developer and Applications Administrator with underlying database design and structure.
  - Assist in the identification and implementation of new initiatives as part of the Continual Service Improvement process of ITIL V3.
  - Build relationships with internal customers that allows for the effective and efficient transition into operation of new and upgraded ICT services that meet business requirements.
  - Cultivate appropriate professional networks to assist in benchmarking and identifying areas of best practice for the delivery of SQL-based solutions.
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- Report to the IT Service Design Manager on database performance and security against Service Level Agreements and other agreed indicators and benchmark performance for the delivery of SQL database services.

### **Selection Criteria**

This position within the IT&S Division will require the incumbent to work closely with the Regional and Common Services Corporations.

#### *Qualifications and Experience*

- Appropriate tertiary qualification in Information Systems, Information Technology or equivalent industry experience.
- Microsoft SQL Server 2005 or 2008 Administration Certification and/or relevant experience.
- Minimum of three years experience in the support and development of database environments.
- Sound knowledge of the preparation of technical procedural and system documentation.
- Experience in data warehouse design and business analysis for building decision support systems and knowledge based applications.
- Experience in the high-level support of key corporate applications.
- Proven ability to make sound judgements in relation to SQL server operations and management issues.
- Proven experience in the provision of exceptional client services.
- Current drivers licence.

#### *Skills and Competencies*

- Competent in database administration including the ability to develop and administer procedures related to database server activities, data warehousing and data mining.
- Knowledge of or exposure to IT Service Management within the Information Technology Infrastructure Library (ITIL v3) framework at the Foundation Certificate level as a minimum.
- A demonstrated and motivated approach to work including the ability to plan, prioritise and schedule work and allocate resources under pressure.
- Excellent oral and written communication skills.
- Ability to participate effectively in a customer focused team environment and demonstrate flexibility to changing business needs.
- Proven ability to contribute at an operational and strategic level.
- Proven capacity for problem solving and decision making in a business context.

**# The successful applicant will be required to complete a National Security / Criminal Record check.**

**Working arrangements**

- Employment Agreement
- Full-time
- 38 hour week
- Performance based remuneration
- Hours of work flexible to meet responsibilities and requirements of the position
- Interstate and intrastate travel may be required
- May be required to drive for extended periods
- May be required to work outside normal office hours

**Working environment**

Onstream is a smoke free work environment.

Onstream is committed to high standards of performance in relation to occupational health and safety and the provision of equal employment opportunity and environmental management.

All prospective employees are required to undertake a pre-employment health assessment.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and support the principle of fair and equitable access to employment or promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees have a level of responsibility for environmental management and they should make themselves aware of Onstream's Environmental Policy. Sufficient environmental education/training will be provided to enable employees to understand this policy and their responsibilities and to be able to meet these responsibilities at all times.

All employees are to ensure that Onstream's assets and operations and members of the public and their property within areas of their responsibility, are adequately protected through appropriate and effective risk management and loss control programs and measures.

Onstream is committed to the risk management principles as contained in its Risk Management Policy. As part of this, Onstream encourages and supports its employees to identify and act upon opportunities to minimise security risks and public risk and any adverse occupational health and safety and environmental impacts and issues. Resources will be provided to act upon these.



Signed ..... Date 29/2/2010 .....

**Dr Christine Mucha  
Chief Executive Officer**

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