

# POSITION DESCRIPTION



**Position title:** Oracle Database Administrator

**Reports to:** IT Operations Manager

**Group:** Technology

**Unit:** IT Operations

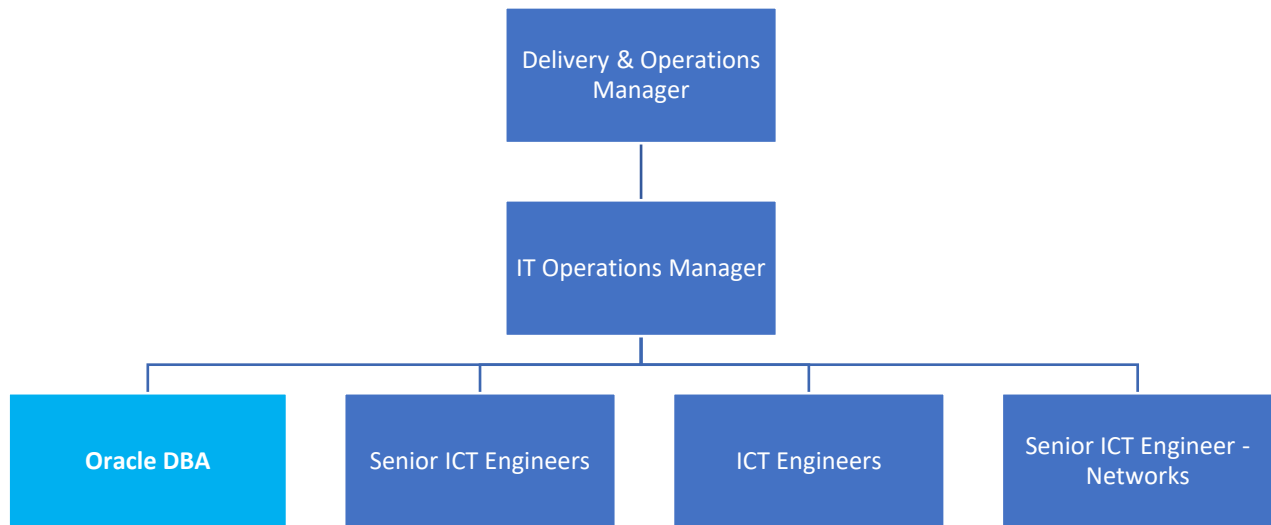
**Revision (m/y):** 10/2023

**Date:** 19 October 2023

## Purpose

To manage our company’s database systems, installing and maintaining software, creating storage structures, setting up user accounts, debugging malfunctioning programs, creating backups, and regularly maintaining the database security.

## Reporting Structure



## Resource Accountabilities

**Staff numbers** Nil

**Capital Budget** TBC

**Operating Budget** TBC

**Expense Authority** Nil

## Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
<p><b>Provide proactive DBA support services</b></p>	<ul style="list-style-type: none"> <li>• Manage appropriate database storage solutions, satisfying the performance and security requirements.</li> <li>• Daily maintenance of databases, including deployment, scaling, upgrading, ensuring data services' security, stability, and efficiency.</li> <li>• Optimise database monitoring, including risk predicting, performance-optimising, and fault handling.</li> <li>• Keep a high-level availability of database backups, ensuring usability and recoverability of backups.</li> <li>• Ensure SLA's &amp; operational KPI's are met, working as necessary with internal and external support functions when major incidents occur.</li> <li>• Provide on-call services to help keep systems operating 24/7.</li> <li>• Administer and troubleshoot complex database systems.</li> <li>• Provide support for production systems and provide DBA services to application development teams, including database design, database generation, coding, and database production support.</li> <li>• Identify and debug malfunctioning programs affecting the database integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Databases are maintained, are secure and are performing well 24/7</li> <li>• Databases are adequately monitored.</li> <li>• Database related faults and incidents are remedied within agreed SLA's.</li> <li>• Upgrades are planned and executed appropriately.</li> <li>• Database servers are correctly installed, configured, and supported.</li> </ul>

<b>Conduct Database server health checks</b>	<ul style="list-style-type: none"> <li>• Monitor and optimise performance of the database servers.</li> <li>• Plan for autonomous backup and recovery of the databases.</li> <li>• Familiarity with database design, coding, and documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic health checks are performed, and optimisation task implemented to address any findings.</li> <li>• Documentation is up to date.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Promote automation of repetitive tasks and reduction of repeat ticketed tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Automation tasks are created and adding value.</li> </ul>
<b>To participate and contribute to projects</b>	<ul style="list-style-type: none"> <li>• Undertake special projects for WEL when required.</li> <li>• Undertake continuous improvement projects as and when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of agreed project measures.</li> </ul>
<b>Targeting “Best in Safety”</b>	<ul style="list-style-type: none"> <li>• Promotion of good safety management practices.</li> <li>• Participation in safety and wellness activities</li> <li>• Being a safety leader.</li> </ul>	<ul style="list-style-type: none"> <li>• WEL’s health and safety policies and procedures are adhered to at all times.</li> </ul>
<b>To work in and promote a ‘Best in Service’ attitude to all endeavours</b>	<ul style="list-style-type: none"> <li>• Engage within the business and with community / external stakeholders in a way that supports ‘Best in Service’, always.</li> </ul>	<ul style="list-style-type: none"> <li>• WEL’s reputation is enhanced in the community.</li> <li>• You are known for your excellent customer service</li> </ul>

*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*

## Person Specification

<b>Qualifications</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• Industry Certification and extensive experience in Database Technologies – (Oracle &amp; Microsoft SQL)</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree or above in computer science, engineering, or a related field</li> </ul>
<b>Experience</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• 5+ years' experience in database system operation, familiar with common database mechanisms</li> <li>• Experience in Oracle / Microsoft SQL, especially in configuring, optimising, monitoring, backups, exception handling, and fault recovery.</li> <li>• Minimum of 1 year PL/SQL experience.</li> <li>• Familiar with Linux, Shell/Python scripts and Microsoft PowerShell.</li> <li>• Having a strong sense of responsibility, the ability to deal with emergencies and handle pressure situations, and self-driven research ability.</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience using Oracle DataGuard / Fast Start Failover.</li> <li>• Knowledge or experience with Oracle Multi-Tenant (CDB/PDB).</li> <li>• Knowledge of MySQL/Redis/MongoDB/Hadoop.</li> <li>• Familiar with data storage solutions of common cloud platforms.</li> </ul>
<b>Role Specific Competencies</b>		<ul style="list-style-type: none"> <li>• <b>Integrity:</b> Demonstrates consistently high integrity, professionalism, and business ethics.</li> <li>• <b>Leadership:</b> Motivates, empowers, and manages others to achieve business goals.</li> <li>• <b>Teamwork:</b> Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others. Shares information and knowledge freely.</li> <li>• <b>Collaboration:</b> Works with peers and others across the business to achieve win-win results and drives behaviour to optimise business outcomes rather than department outcomes.</li> <li>• <b>Problem Solving / Critical Thinking:</b> Analyses issues and breaks them down into their component parts. Able to gather a wide range of information, comprehend and make systematic and rational judgements based on relevant information.</li> </ul>

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• <b>Achievement Focused:</b> Demonstrates a readiness to make decisions, is resilient and proactive when facing difficult issues, and takes initiative and originate action.</li><li>• <b>Communication:</b> Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and concise manner, using appropriate grammar, style and language for the reader.</li><li>• <b>Negotiation:</b> Listens, comprehends and empathises with parties to develop relationships and rapport with others.</li><li>• <b>Technical Ability:</b> Provides high quality analysis, processes and developments using the tools provided.</li><li>• <b>Planning and Organising:</b> Organises and schedules activities and resources efficiently.</li><li>• <b>Customer Focus:</b> Dedicated to providing a prompt, efficient and personalised service to clients (internal/external) and works hard to ensure that individual client needs are met.</li><li>• <b>Quality Orientation:</b> Has a very high attention to detail. Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.</li></ul> |
|--|--|

# Our Purpose

Enabling our *communities to thrive*

# Our Vision

To create and support an *innovative and sustainable energy future*

# Best in Service

So we have the *trust of our community*



# Best in Safety

Every Day - *Home Safe*



# Our Values



**Agile**

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.



**Build the business**

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.



**Care for each other, the customer and our assets**

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.



**Do the right thing**

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.



**Every Day - Home Safe**

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.