Post Specification

Post Specification - Key Information

- **Post Title: ICT Database Administrator**
- **Date: June 2025**
- **Post Group Number: 8682**
- **Job Family: Regulative and Technical**
- **Job Family Role Profile: RT13**
- **Final Grade: Grade 13**

To be read in conjunction with the job family role profile.

Service Area Description

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

Purpose of this Post

- The purpose of the ICT Database Engineer is to implement, configure, maintain, optimise, upgrade and monitor the database systems upon which the business relies, within agreed standards
- Supporting the ICT Systems and Data Manager with technical advice, service planning and other related issues
- Working within the ICT team to deliver the best experience for the end-user

Key Job Specific Accountabilities

- Act as technical lead officer for a specified technology or group of technologies. Responsible for designing, implementing and planning complex IT projects within set time scales
- Directing internal and external resources in order to achieve this
- Act as a secondary lead for other technologies or group of technologies
- As a technical expert proactively recommend strategies, design and develop solutions to complex technical issues. Providing professional advice on major projects and technical issues to managers, colleagues and users to ensure a full understanding of the implications, risks and benefits surrounding these
- Provide technical expert leadership, guidance and support to colleagues. Provide instruction and on-the-job training, allocate and review work of junior database administrators
- Capture knowledge and contribute to service improvement (including technical documentation). Maintain, create and improve documentation related to database platforms. Implementing specific policies and procedures within own area of expertise
- Input, plan and implement changes to existing database systems in conjunction with internal staff and 3rd party vendors to achieve identified benefits yet maintaining existing standards
- Responsible for administration, maintenance, security, recovery, capacity, continuity and availability using specialised complex enterprise technologies such as clustering

- Proactively maintains the database systems through performance monitoring, log analysis, planned upgrades and the use of other tools and techniques
- Watches for developments in related areas, evaluates relevant products, upgrades and enhancements. Assist in plans for adoption and implementation.
- Use a variety of database management tools and techniques in order to investigate, diagnose and resolve complex database system problems. Including the interpretation of diagnostic reports to determine root causes
- Develop and maintain interfaces, import and export routines, database scheduled jobs and processes as required
- Database systems optimisation and performance tuning
- Develop and adhere to common database platform standards and procedures assuring best practice and security policy is observed. Regularly audit database systems to ensure standards are maintained
- Contribute towards service delivery to ensure that agreed SLA's are met. Monitor and control own work to achieve set targets to required standards
- Maintain professional contact with all stakeholders including system owners. Negotiate with stakeholders, suppliers and customers to achieve agreement on timescales, specifications and implementation processes
- Responsible for identifying and, where required, escalating issues relating to third party suppliers to the Systems and Data Manager
- Responsible for operating within appropriate controls for changes in the technology environment
- Assessing compliance with Council policies and regulatory frameworks, and enforcing/assuring their application. Compiling accurate reports/accounts of work undertaken, issues and problems identified and their impacts on work programmes and Council initiatives
- Provides technical skills and expertise to help successfully deliver projects and service improvement initiatives within agreed milestones
- Work in a flexible manner with other teams to resolve customer issues

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post
- **Budget Responsibilities**: n/a
- **Staff Management Responsibilities:** Assist Team members, colleagues and end users
- **Other:**
  - Explains complicated technical information and procedures to assist team members, colleagues and clients
  - Responsibility for low amount of ICT Assets

Essential Criteria
- **Qualifications:** NVQ5, HND+, Gen deg, prof qualified (MCSE or equivalent) or demonstrable relevant competence
- **Knowledge:** In depth theory and further job knowledge of database support, development and delivery. Further job knowledge of IT servers and systems including operating systems, admin tools and network related technologies
- **Experience:** Substantial period of working in a relevant role or environment
  Use of Advanced Software tools for application support and development
  Theoretical and practical knowledge of the effective application of ICT in organisations

- **Expertise:** Performance of a wide range of activities involving a full working knowledge of specific administrative and/or advanced practical processes and procedures. Full understanding of associated processes

Disclosure and Barring Service (DBS) Checks

- This post requires / does not require a DBS check.

- The level of check required is *(remove others not required):*
    - DBS Basic
    - DBS Standard
    - DBS Enhanced - no barred list
    - DBS Enhanced – Adults
    - DBS Enhanced – Children
    - DBS Enhanced - Children & Adults

Job Working Circumstances

- **Emotional Demands:** Minimal emotional demands.
- **Physical Demands:** No demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights
- **Working Conditions:** No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
- **Other Factors:** n/a

Other Factors:

- You may be required to travel to all Westmorland and Furness sites, should this be required to carry out and specific work
- There may be occasions you are required to work outside normal working days and hours