

## Database Administrator Team Leader in IT Services (Directorate of Infrastructure)



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## Brief summary of the role

Role title:	Database Administrator Team Leader
Grade:	9
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	Remote
Reports to:	Infrastructure Manager
Responsible for:	Database Administrators and Trainee Database Administrator
Work pattern:	Typical hours: 36.25 hours per week, Monday to Friday
Specific notable requirements for the role:	Some work can only be completed out of normal working hours. It is therefore important that applicants can work or be contacted occasionally during unsocial hours, including weekends
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

## Main purpose of the role

The operation and control of the University databases (mainly Oracle and SQL at present) required to deliver and support IT services and products to meet the needs of the University. This is a demanding and busy role, which requires a dynamic and self-motivated individual willing lead a self-managing team with a strong belief in continual improvement and a positive work ethic. Conversant with a variety of database technologies you will strengthen and develop our database architecture.

## Main duties and responsibilities

**Note:** The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Day to day management of the team including PDRs and regular one-ones.
2. Mentoring colleagues in the team to troubleshoot and secure the campus environment, and be responsible for allocation of work, coaching, and skills development.
3. Deputising for the infrastructure Manager as required to cover absence in management meetings and line management of the whole Infrastructure team.
4. Manage production and non-production Database Services to ensure the highest standards of availability, resilience, integrity, security, and performance.
5. Use and build database system management tools on a daily basis to monitor the performance of database systems, services and components in relation to their availability, performance, and security.
6. Plan, design and perform maintenance and installation work, including building and management of databases and components in complex virtualised as well as physical computing environments.
7. Produce and maintain technical documentation of supported services including standard operating procedures for service start-up, operation and shut-down.
8. Create and execute operational procedures, using both written and oral communication methods including back-up and recovery operations, database component installation, configuration and maintenance.
9. Regularly design, develop, plan, and implement upgrades to the infrastructure.



10. Provision of in-depth advice and support to the IT Senior Management team and other members of IT Services on current services and also new requirements that are outside the currently defined portfolio of services.
11. Working effectively with others (both customers and within the IT Services teams) to extract requirements, timescales and developing appropriate technical responses.
12. Identify and document service support requirements of new infrastructure components.
13. Lead Change Management process for the introduction of new or modified services into the IT Services Catalogue.
14. Conduct procurements as required working with the procurement team.
15. To act as lead contributor and adviser in projects and working groups, to lead discussions and share expertise with colleagues and others. To plan and manage workload and tasks within the team to support the project.
16. Lead project teams in your field liaising with stakeholders both external and internal to IT and third parties.
17. Maintain personal credibility and authority to consult, influence, and negotiate with colleagues and stakeholders at all levels.
18. Take a lead role in investigating and evaluating new technologies or upgrades to existing technologies to identify and implement solutions that will increase the security of the University's IT systems and data.
19. Responsible for smooth operation of University's databases.
20. Proactively managing the day-to-day support issues raised by the customer base. Acting autonomously where required to protect or restore University systems.
21. Support of the University's product range, taking an advisory role in the development lifecycle.
22. Act as a point of escalation on complex issues, prioritising and implementing appropriate timely solutions. Mentor other team members as required.
23. Installation, upgrading, performance monitoring, reporting, and tuning of databases.
24. Interface with suppliers for technical support.
25. Undertake continuous professional and personal development as required.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Educated to postgraduate degree level or equivalent experience in the relevant discipline</li> <li>• Recent Oracle and MS SQL certifications or equivalent experience</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Leading a small technical team</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Extensive Oracle or SQL DBA Administration from Oracle 11 onwards</li> <li>• Excellent understanding of MS SQL or Oracle database principles and administration</li> <li>• A good understanding of the underlying operating systems (Windows / Solaris / Linux) and networking technologies</li> <li>• A good understanding of SQL and PL / SQL including tuning</li> <li>• A good understanding of job scheduling and monitoring tools</li> </ul>
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	<ul style="list-style-type: none"> <li>• Unix / Linux administration experience including shell scripting knowledge</li> <li>• PowerShell scripting knowledge</li> <li>• Oracle / SQL Recovery Manager, Import/Export (and Data pump), SQL*Loader</li> <li>• Oracle / SQL performance tuning skills including server configuration and tracing facilities</li> <li>• Extensive recent production experience on Oracle or SQL databases</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Equal experience in both SQL and Oracle</li> </ul>

### Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Methodical and thorough approach supported by excellent documentation, planning, and organisation skills</li> <li>• Excellent professional technical customer facing skills</li> </ul>
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## Information about the University of Bradford

### Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

### Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.



## Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

## University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.