JOB DESCRIPTION
TELETHON KIDS INSTITUTE

Why is this Job Description being written?	☐ New Position ☒ Replacement Position ☒ Position re-designed ☐ Position not previously described

POSITION DETAILS:	**Position Title:**	**DATABASE PLATFORM ADMINISTRATOR**	
Division:	Research Governance & Platforms	**Department:**	Data Services
Position reports to: (role)	Manager, Biometrics		
Location: *include all possible locations*	100 Roberts Road Subiaco		

POSITION PURPOSE: In one or two sentences briefly summarise the overall purpose of this role, i.e. broadly, **what** this role does and **why**

This role oversees the day-to-day administration of numerous data collection platforms that facilitate the capture and storage of both research and professional services data. The role brings technical expertise in solution design, application, and management to the institute.

KEY RESPONSIBILITY AREAS *(Please list in order of importance)*

Key Position Accountabilities What are the main areas for which the position is accountable	***% of Total Role***	**Inputs:** What are the key activities or tasks to be carried out?	**Outputs:** What are the expected end results?	**Measures:** How it is measured

System administration and maintenance	25	• Maintain numerous data collection platforms, including server requirements and connectivity needs are met • Provide support and maintenance services for application data repositories and Extract, Transform and Load (ETL) processes • Participate as a team member in the development of standards relevant to application development. • Ensure performance and capacity issues are promptly addressed. • Manage ongoing relationship with platform providers / presence within platform communities • Participate in the development of disaster recovery plans as an integral part of information systems development and implementation. • Maintain high awareness of developments and trends in information technology particularly in respect to the medical research environment	• Stable and reliable application data repositories • Institute Development standard and Enterprise Architecture • Disaster Recovery plans • Timely advice and assessment of security and risk mitigation • Record linkage and validation	• Consistent and well performing databases • Successful, compliant data collection by researchers utilising platforms • Development Standards documents (update) • Development and test DR plans for all new systems • Accurate and reliable data linkage validation, checking, separation, and imports
Solution Development	50	• Design and develop information systems within the organisation. • Build Case Report Forms as required by researchers (via cost recovery engagement process) • Evaluate options and develop solutions to support the data collection needs of the organisation. • Undertake analysis, prototyping, development, testing, quality assurance, implementation and post implementation support • Ensures that solutions are developed within agreed timeframes and achieve necessary Institute design and systems standards including security and research ethics requirements • Facilitate the conversion of legacy data from existing applications to replacement systems, where appropriate·	• Ensure availability of systems and services to the agreed levels • Business operations continuity • System design, specifications, implementations consistent with adopted Standards and Best Practice	• High satisfaction of researchers engaging with Data Services for data collection consulting • Quality of development according to defined specifications • Quality of testing (number of errors found by UAT testers) • Conforming of solutions with security and ethics requirements

| Project Management and Documentation | 10 | • Assists in the preparation of project plans and schedules for the investigation, development, and implementation of computer systems
• Identify and escalate gaps in the project plans
• Contributes to project status reports and advises on progress against schedules as requested.
• Maintain register of current and future task/projects
• Teaching (one-on-one or group) the functionality and use of data collection systems
• Produce accurate technical documentation for new development solutions ensuring compliance with the Institute's enterprise architecture
• Contributes to the body of knowledge and experience on the effective delivery of information systems | • Timely delivery of project outcomes
• Ensure sound management of projects and programs
• Ensure project risks are assessed and mitigated
• Delivery of project documentation
• A central repository of knowledgebase
• Sharing of knowledge and information
• Succession planning and service redundancy
• Available installation manuals and procedures
• Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)
• | • Milestones and Deliverables
• Time and Material
• Positive feedback from stakeholders
• Adoption of approved Project Management Principles and Methodologies
• Project register
• Up-to-date documentation
• Easy to find and follow instructions
• Accuracy
• Availability
• Relevant contributions to the body of knowledge |
| Customer Responsibilities | 5 | • Liaises with internal and external clients concerning current and proposed functionality of systems and databases.
• Examines and resolves clients' needs in a timely manner.
• Assists with user surveys to determine post implementation issues.
• Other duties as directed | • Timely response to customer enquiries and timely escalation of infrastructure related issues/problems
• Accurate capturing of information of the problem and its resolution
• A first class customer service operation | • Timely service and customer-friendliness
• Customer feedback in consultation with Manager
• Adhere to Service Level Agreement (SLA)
• Number of follow-ups provided to customers |

| Researching and Examining Existing Systems, and Engagement | 5 | • Conducts feasibility studies in relation to proposals for the delivery of information systems solutions to satisfy defined business requirements.
• Prepares detailed estimates for the analysis, design, development and testing phases of a project.
• Liaise with management and staff to ensure the effective use of information and applications within the organisation
• Participates in and supports relevant committees and working parties related to information services and technology. | • Timely response to development and database queries
• Development of quotes and scope of work estimations
• Demonstrated participation in relevant meetings (eg potentially IT team meetings, data management, and other research committees) | • Customer feedback in consultation with Manager
• Accurate and detailed quotes
• Active participation in relevant institute committees/working groups |

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE:

Qualifications: what are the minimum educational, technical or professional qualifications required to competently perform role	• A qualification (eg degree, diploma or recognised equivalent) or the equivalent level of experience in a relevant discipline (e.g. computer science, life sciences, database analyst, business or information systems discipline etc)
Skills, Knowledge & Experience:	• Capacity to develop and deliver data collection solutions within project requirements and expectations using the Institute's information systems architecture • Experience with LAMP (Linux, Apache, MySQL, PHP) and MySQL/MongoDb/other databases • Experience in scoping projects and assessing requiring resources (technology/time etc) • Proven ability to both technically and operationally manage systems with layered administration • Relevant knowledge and/or experience in facilitating the collection of research data • Relevant knowledge and/or experience in software design and development using an object-oriented approach • Strong documentation skills • Strong customer service focus • Ability to effectively prioritise and execute tasks in a high-pressure environment • Proven analytical and problem-solving abilities • Experience at working independently and in a team-oriented, collaborative environment

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE:

Qualifications: what are the minimum educational, technical or professional qualifications required to competently perform role	
Skills, Knowledge & Experience:	• Experience in the development of Web based applications using back ended databases in a Microsoft development environment utilising VB.Net, C#, ASP, ASP.NET • Experienced working within a health research setting • Experienced working for non-profit or government organizations • Management and Administration of Microsoft SQL server

SCOPE:

Financial accountability: Does this role have accountability for a budget?

• Nil

People responsibility: Does this role have any direct reports or indirect reports (through direct reports)?

No. of direct reports	• Nil	No. of indirect reports	• Nil

Next level of supervision

Head, Research Governance and Platforms

Immediate level of supervision

Manager, Biometrics

Other roles reporting to immediate supervisor

		Database Platform Administrator	Business Applications Developer		

Direct reports (role x no.)

ADDITIONAL INFORMATION: is there any additional information that needs to be understood to explain this role?