

Database Administrator

Reporting Lines:

Reports to: Production Support Manager

Direct Reports: No direct reports

The Database Administrator is a member of the Production Support Group which is charged with maintaining the performance and availability of the production services of the AusRegistry Group and where applicable ensuring that these production services meet or exceed their prescribed SLAs.

The role involves understanding the design and implementation of the production services and associated systems including how they function from end to end. This will ensure the quick and effective identification of problems and solutions in cases of a system failure.

As a secondary role you will be expected to assist the Unix administrators in their duties.

As well as these technical skills and knowledge, this role requires that the person possesses solid team skills and ethic, is able to communicate well with others, and understands the importance of the requirement of providing service to end users.

Performance Indicators

The following are general indicators for the Database Administrator. From time to time these performance indicators may vary and additional indicators may be added.

Service Availability and Backup

Ensure that the availability of all AusRegistry Group production services are maintained at the highest possible level. Examples of tasks that may be required to maintain service availability include:

- Diagnose and lead the resolution of database related issues
- Perform software releases as required
- Database availability (capacity and maintenance)
- Appropriate backup and recovery facilities are in place and functioning
- Sufficient redundancy for critical components
- Ensure appropriate monitoring and early warning systems are in place and functioning
- Suggestions for improvements are made, and where appropriate, implemented
- Available to respond to database issues in on-call arrangement
- Perform maintenance work during scheduled outages

Service Performance

Ensure that the performance of all AusRegistry Group production services is maintained at the highest possible level, to meet and exceed the relevant SLAs.

Service Security

Ensure that the security of all AusRegistry Group production services are maintained at the highest possible level.

Process and Procedures

Ensure that the processes and procedures involving all AusRegistry Group production services are kept up to date, and are being followed appropriately.

Backup and Recovery

Ensure that all database systems have fully functional offsite backups which are checked daily and restore-tested on a quarterly basis. The Database Administrator is responsible for the disaster recovery readiness database system and will assist and advise the Production Support Manager as to the readiness of these systems.

Documentation and Reporting

Ensure that appropriate diagrams and documentation describing all facets of the production environment are kept up to date with all changes and maintained to a high standard.

Key Skills, Experience and Knowledge

- Knowledge of all facets of commercial database administration
- Oracle certification
- Strong analytical skills
- Focused on the outcome for the team and the company
- Strong aptitude to learning new skills
- Understanding of the domain name industry
- Understanding of the AusRegistry business