

JOB DESCRIPTION

JOB DETAILS	
Job Title	EPR Database Administrator
Reports to	Solution Architect
Band	Band 8a
Department/Directorate	Digital Services

JOB PURPOSE
The Database Administrator will report to the Solution Architect and be responsible for the implementation and administration of the Trust's Database Warehouse and Epic Cogito, which run on MS SQL Server as well as the multipurpose SQL Servers. The Data Warehouse and Cogito form the core of the Trust's BI service and are therefore critical core services. Maintaining high levels of availability and performance are a key to the success of the solution. The post holder will be responsible for configuring and managing the reporting environments, and will work closely with the Business Intelligence (BI) teams to ensure that the environments are functioning as per the reporting requirements of the Trust. Proactive monitoring and the implementation of defined and documented processes and procedures will be required to ensure availability and performance SLAs are met. The post holder will be required to be proactive in terms of responding to issues, engaging in capacity planning exercises, collaborating across the technical teams as well as with Epic, automating processes where possible, and participating in Disaster Recovery and Business Continuity tests.

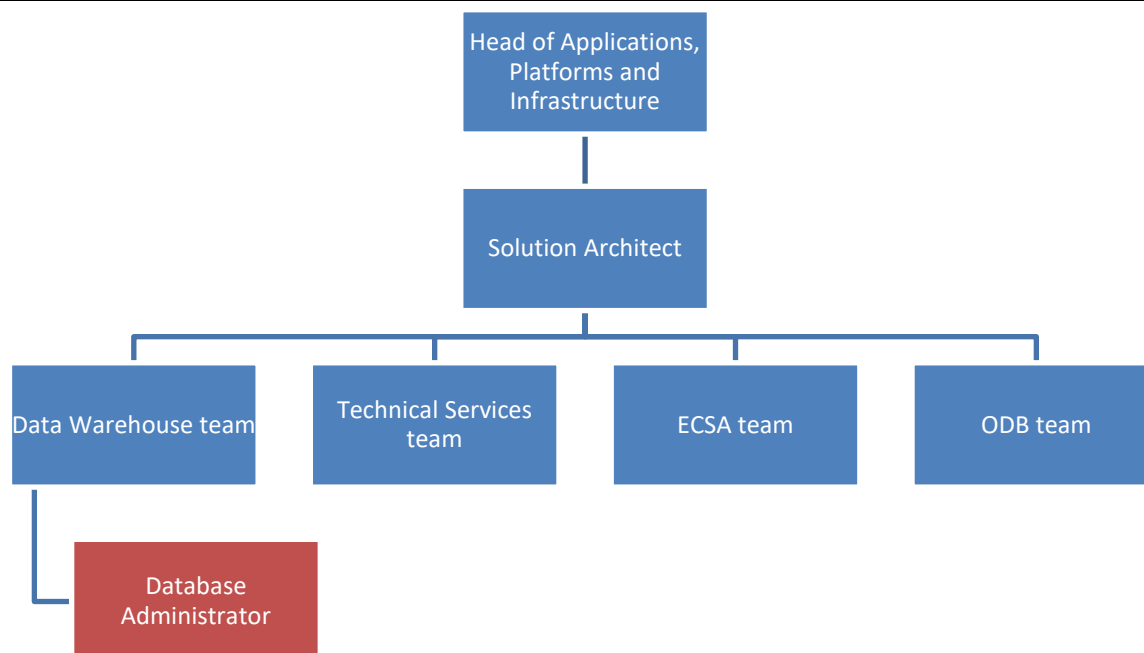
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Ownership and management of the Epic Cogito reporting platform, ensuring the delivery of the service meets performance and availability criteria. • Ownership and management of the BI reporting platform, ensuring the delivery of the service meets performance and availability criteria. • Act as an expert and support the Technical Services team in the delivery of other database platforms which provide services to the Trust. • Continual analysis and monitoring of the services under ownership to create and implement improvement plans. • Ensure that Business Continuity plans and Disaster Recovery plans are documented and tested regularly. • Ensure that delivered services comply with National and Local standards, in particular, as detailed in the Data Security and Protection Toolkit (DSPT), ISO27001, BS7799, Cyber Essentials and Information Governance, and risk assess non-compliance.

KEY WORKING RELATIONSHIPS	
No. of Staff reporting to this role: 0	
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community and external organisations. This will include verbal, written and electronic media.	
Of particular importance are working relationships with:	
Internal to the Trust	External to the Trust

- Divisional Directors
- Trust Service Managers
- Information Asset Owners
- Digital Services Division
- Finance Department
- Procurement Department
- Internal Committees and Governance meetings
- Trust User Base

- External Clients and Partners
- 3rd Party Service and Solution Providers
- NHS Digital and NHSX
- NHS England and NHS Improvement
- Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will decide how results are best achieved, interpreting broad policies and establishing standards;
- Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines;
- Work in a complex and unstructured multi-disciplinary environment, be able to act with minimum guidelines and set standards for others.

COMMUNICATION/RELATIONSHIP SKILLS

- Manage effective relationships and communications between programme and project delivery teams and the Digital Services Division BAU teams;
- Ensure that change control procedures are embedded into all digital delivery activity;
- Effectively translate highly technical aspects of the Clarity and Caboodle architecture design into understandable concepts and language for other members of the Digital Services Division and programme teams;
- Persuade and negotiate, where required, with BAU teams to ensure they understand the requirements of databases and their integrated solutions.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse highly complex performance models to in order to optimise database performance and ensure non-stop availability of the environment;
- Analyse where tasks (ranging from highly complex to simple) can be automated or scripted in order to ensure consistency and efficiency, and write scripts and processes to implement that automation;
- Be an Epic EPR subject matter expert (SME) on the Clarity/Caboodle database technologies;
- The post holder will be required to analyse problems in an agile and highly logical manner to

troubleshoot technical failures.

PLANNING/ORGANISATIONAL SKILLS

- Create and adapt plans for the delivery of database environments to meet the agreed warranted environment standards;
- Plan and deliver handover sessions for the BAU teams in order to promote understanding of the solution and provide for effective support following the implementation;
- Actively manage system monitoring reports in order to analyse root causes for problems and to implement plans to remediate them;
- Engage in capacity planning exercises with internal teams at all levels, as well as Epic, in order to ensure availability and performance standards are not compromised by planned changes;
- Plan and implement ongoing upgrades and updates to the Trust database environments, ensuring that the Trust's reporting requirements are not compromised.

PATIENT/CLIENT CARE

- Patient contact is incidental.

POLICY/SERVICE DEVELOPMENT

- Working with the Solution Architect to:
 - Produce technical architecture documents that define the database environments;
 - Produce SOPs for the operation of the warranted environment;
 - Produce SOPs for backup, recovery and restoration of the database environments.

FINANCIAL/PHYSICAL RESOURCES

- Accountability for the purchase and management of the SQL Server assets in relation to the EPR, which include licensing and hardware platforms.

HUMAN RESOURCES

- Provision of regular update training (formal and informal) to service desk and technical support teams to ensure that the operational database environments are supported and maintained 24/7;
- Be proactive in liaising with other staff and teams in order to ensure that the EPR reporting service is stable and well maintained.

INFORMATION RESOURCES

- Ensure that processes, procedures and architectural documentation are in place prior to go-live;
- Run highly complex database queries to extract data for audit and performance monitoring;
- Analyse and present performance monitoring data to provide assurance to the organisation and evidence requirements to influence service improvements;
- Document and maintain processes, procedures, and architectural documentation related to the solution;
- Ensure the Trust warranted environment is consistent with BAU asset and maintenance contracts registers;
- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
- Support the Information Governance Manager in delivering the DSPT requirements relating to IT Infrastructure.

RESEARCH AND DEVELOPMENT

- Technical research will be required on an ad hoc basis;
- Technical competence will be required to be maintained through on-going attendance of conferences and courses;
- Regular audits of server and database licensing will be required to ensure compliance with legislation and regulations;
- Writing complex test plans to review and adapt the systems/ applications;
- Maintain and regularly test failover procedures to ensure high availability.

PHYSICAL SKILLS

- Desk based job requiring sitting and/or standing for long periods of time;
- Requires advanced keyboard skills, with the knowledge and use of tools to extract, analyse, manipulate and maintain complex data sets.

PHYSICAL EFFORT

- Ability to lift and carry IT equipment on a rare basis;

- Ability to travel to site as onsite work may be required on occasion.

MENTAL EFFORT

- Frequent concentration is required for both short and extended periods of time when working with the team on tickets, developing policies and processes, and analysing technical solution designs for new systems;
- The postholder will be required to write process and procedural documentation, deliver training, and provide support to the team where they require assistance to resolve issues;
- Act as an escalation point for complex technical issues, requiring focus and concentration across the organisation;
- The post will require prolonged concentration for long periods of time while designing and planning, writing documentation and processes, or writing complex test plans;
- The post will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems.

EMOTIONAL EFFORT

- Occasional need to deal with people external to the team and understand their concerns.

WORKING CONDITIONS

- Role is predominantly working from home, with a majority of the team remote;
- Occasional need to work within the data centre which is a noisy environment;
- VDU use.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Database Administrator		
Requirements	Essential	Desirable	
QUALIFICATION/ SPECIAL TRAINING - Degree in a relevant subject or extensive equivalent experience - Professional qualification at masters level or equivalent experience to Masters level (gained at senior digital/management level) - Certification in managing and administering SQL Server - Epic Certification in appropriate modules* *NB Epic certification must be achieved within 6 months of start date. Training may be undertaken in the USA and therefore the ability to travel to this destination is essential.	X X X	X	
KNOWLEDGE/SKILLS - Expert SQL Server skills in a critical operational environment - Strong Windows server and virtualisation skills - Excellent scripting knowledge with a particular focus on the creation of reusable scripts for automating routine tasks - Excellent communication skills, particularly in terms of documentation and communicating technical information to infrastructure teams for support purposes - Knowledge of NHS Information Standards and their application in technical infrastructure - Uses a combination of general and specialist IT knowledge and understanding to optimise the application of existing and emerging digital technology - Application of appropriate theoretical and practical methods to the analysis and solution of digital problems - Provide technical and/or commercial leadership - Demonstrate effective interpersonal skills - Demonstrate a personal commitment to professional standards, recognising obligations to society, professional institutions and the environment - Evidence of managing change in a technical environment and its impact upon users and our patients - Ability to analyse & interpret highly complex information - Excellent communication skills - Advanced IT skills (MS Office applications) - Understanding of ITIL processes - Knowledge of OLAP as well as OLTP databases	X X X X X X X X X X X X X	X X X	
EXPERIENCE - Significant experience of database administration and design in the delivery of a corporate system - Experience of managing mission critical systems to a high level - Experience of the IT security and other relevant areas of NHS Information Governance and DSPT requirements - Experience of fostering knowledge of complex systems and information to technical teams for on-going support purposes	X X X X		
PERSONAL ATTRIBUTES - Able to prioritise tasks, work on own initiative and manage on workload - Able to interpret National guidance and translate for Trust wide use	X X		

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y	X			
Food handling	N				
Night working	Y		X		
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	Y				X
Challenging behaviour	N				