



# Senior Database Administrator

ICT and Digital

<b>Team:</b>	Business Information	<b>Location:</b>	Auckland
<b>Reports to:</b>	Data Engineering Manager	<b>Job family:</b>	ICT
<b>Role Type:</b>	Permanent	<b>Salary:</b>	TBC

## About Us

### KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities, and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country, and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

### Our Workplace

At KiwiRail our values define the behaviour we expect from everyone. We have a team of over 4500 people and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



*Health, safety and wellbeing is our number one priority. Good safety is good business*

## About the Role

### Purpose of the role

The Information and Communication Technology (ICT) Group provides a comprehensive range of ICT planning, implementation, operational, and support services as a shared service across the KiwiRail Group.

The Database Services team supports the business by ensuring the reliability, performance, security, and availability of KiwiRail's critical database environments. The team manages database platforms, implements best-practice standards, and ensures data is stored, accessed, and maintained efficiently to support operational systems, analytics, and strategic initiatives.

The Senior Database Administrator, acting as a Subject Matter Expert (SME) in database technologies, is responsible for designing, implementing, monitoring, and maintaining enterprise-grade database systems. This role establishes standards and guidelines for database architecture, performance optimisation, maintenance, and security. The Senior Database Administrator will proactively monitor system health, troubleshoot complex issues, and ensure high availability and disaster recovery capabilities across all environments. The ideal candidate will have deep expertise in managing SQL Server, IBM DB2 and cloud-based database platforms, with hands-on experience in performance tuning, backup and recovery, security administration, and automation of database operations.

### Key Accountabilities

Within the area of responsibility, this role is required to:

#### Database Administration & Operations

- Manage and maintain enterprise SQL Server, IBM DB2 and cloud-based database environments across development, test, and production.
- Ensure high availability, performance, and reliability of all database systems.
- Perform routine database maintenance, including patching, indexing, monitoring, and optimisation.
- Oversee backup, restore, and recovery processes to meet business continuity requirements.

#### Database Architecture, Standards & Best Practice

- Design and implement database architecture, including structure, storage, resilience, and performance considerations.
- Define and enforce database standards, guidelines, and operational procedures.
- Ensure databases align with ICT architecture principles, security requirements, and organisational standards.
- Drive continuous improvement to increase stability, maintainability, and scalability of database platforms.

#### Performance, Monitoring & Optimisation

- Monitor database performance and proactively identify bottlenecks, capacity issues, or inefficiencies.
- Conduct performance tuning, query optimisation, and index management to improve system responsiveness.
- Utilise monitoring tools and logs to diagnose and resolve complex database issues.

#### Security, Compliance & Risk Management

- Implement security controls, including access management, encryption, auditing, and vulnerability mitigation.

- Ensure compliance with organisational policies, regulatory obligations, and industry standards.
- Identify risks related to data exposure, system availability, or platform integrity and put mitigations in place.

### Technical Leadership & SME Expertise

- Act as a Subject Matter Expert (SME) on database technologies, tools, and operational best practices.
- Provide technical leadership, mentoring, and knowledge sharing to uplift DBA and engineering capability.
- Support architectural discussions and contribute to technology selection or platform enhancements.

### Collaboration & Stakeholder Engagement

- Work closely with application teams, infrastructure teams, vendors, and business stakeholders to support system needs.
- Translate technical insights into clear communication for non-technical stakeholders.
- Support project teams with database requirements, design input, and technical guidance.

### Operational Support & Incident Management

- Respond to database incidents, troubleshoot critical issues, and provide root cause analysis.
- Ensure timely resolution of service disruptions to minimise business impact.
- Maintain documentation, runbooks, and operational processes for ongoing support.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Data Engineering Manager		✓		✓
	Data and Information Architect			✓	✓
	Data Engineering Team			✓	✓
	Architecture Team			✓	
	Cyber Security Team			✓	✓
	ICT SLT Team				✓
	Data Insights Team			✓	✓
External	External Data Consultants + 3 <sup>rd</sup> Party Suppliers and Vendors	✓		✓	✓

## What you will do to contribute

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### Health Safety and Wellbeing

- Analyse workplace and operational risks, particularly those related to system reliability and on-call activities and develop mitigation strategies.
- Promote a culture of safety and wellbeing within the team, especially during high-pressure incident response.
- Respond effectively to safety-related incidents, near-misses, and system outages that may impact staff workload or stress levels.
- Support team members' physical and mental wellbeing, encouraging healthy work practices.

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### Customer Focus

- Provide a positive experience to internal customers by delivering stable and high-performing database services.
- Support a customer-focused culture across ICT by ensuring database availability and reliability.
- Understand core business systems and database dependencies to explain impacts or required actions clearly.
- Respond quickly to customer needs, particularly during incidents or performance degradation.
- Develop database solutions that meet customer, application, and business requirements.
- Troubleshoot and resolve complex database-related customer issues.
- Collaborate with colleagues and project teams to drive improved customer outcomes.

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### High Performing Teams Skills

- Set clear performance expectations aligned with KiwiRail's goals, particularly around database resilience and uptime.
- Contribute to a supportive, collaborative, and high-performing team environment.
- Provide timely and constructive feedback to uplift database and technical capability.
- Seek and incorporate diverse perspectives when solving technical and operational challenges.
- Identify opportunities for coaching, mentoring, and knowledge sharing across the team.

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### Commercial Acumen

- Plan and monitor database infrastructure resources to support team and project objectives.
- Consider cost, licensing, and operational impacts when recommending database solutions or upgrades.
- Understand and comply with procurement and vendor-management guidelines.
- Work with suppliers and service providers to ensure delivery of high-quality database outcomes.
- Recognise how technical and financial decisions impact KiwiRail's overall commercial position.

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### Project Governance

- Follow governance frameworks, standards, and change-control processes for all database modifications.
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- Identify and address governance issues early, such as risks arising from proposed system changes.
  - Monitor and review project performance relating to database deliverables and milestones.
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**Risk Management**

- Apply appropriate risk management frameworks for database operations, upgrades, and deployments.
  - Identify, assess, and forecast risks, issues, and opportunities related to database performance, security, availability, and capacity.
  - Implement proactive controls to reduce operational risk and ensure continuity of critical business systems.
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## Decision Making

The position is responsible for day-to-day technical decision-making related to the operation, performance, and reliability of KiwiRail's database environments.

Key decision-making areas include:

- Technical decisions on database configuration, performance tuning, maintenance, and optimisation.
- Decisions relating to database standards, operational practices, and recommended tools or methodologies.
- Identifying and managing risks associated with data availability, integrity, security, and system performance.
- Planning and prioritising workload to support operational stability, project delivery, and incident response.

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	0
<b>Finance Delegations</b>	0
<b>Budget (operating and capital)</b>	0
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	Nil

## Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office

*Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.*

## About you

### Knowledge and experience

- **10+ years of experience in database administration or similar technical roles.**
- Extensive experience administering and supporting enterprise SQL Server and IBM DB2 environments.
- Strong proficiency in database installation, configuration, maintenance, and upgrades.
- Experience with performance tuning, query optimisation, and index management.
- Hands-on experience with backup, restore, high availability, and disaster recovery solutions.
- Knowledge of monitoring tools, alerting, and proactive capacity/performance management.
- Understanding of database security, access controls, auditing, and compliance requirements.
- Experience supporting production systems and troubleshooting complex database issues.
- Familiarity with cloud-based database platforms (e.g., Azure SQL, Managed Instances) is highly desirable.
- Experience working in cross-functional teams, providing technical support and guidance.
- Ability to document processes, maintain standards, and contribute to best-practice guidelines.

### Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're flexible and practical. You focus on customers' needs
- You value diversity and help create an inclusive workplace

### Other Requirements

*KiwiRail uses Skills Framework for the Information Age (SFIA 8) to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed. You can find detailed description of the skills and levels here: [SFIA 9 Skills List](#).*

- Database design ([DBDS](#))
- Data management ([DATM](#))
- Database administration ([DBAD](#))
  
- You should pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

### Qualifications

You need either:

- Tertiary qualification in Computer Science, Information Systems, or a related technical field.
- Microsoft certifications in database or cloud technologies (e.g., **Microsoft Certified: Azure Database Administrator Associate**, **Azure Solutions Architect**) are highly desirable.
- Additional certifications in SQL Server, cloud platforms, or IT infrastructure are an advantage.
- Equivalent industry experience may be considered in place of formal qualifications.

**CREATING  
STRONGER  
CONNECTIONS**



KiwiRail 

