LOCAL GOVERNMENT MANAGEMENT AGENCY

INFORMATION BOOKLET FOR CANDIDATES

Please Read Carefully Before Applying

Database Administrator (DBA)
Grade 7

> *Closing Date: 5.00 p.m. on 19th November 2018*

The Local Government Management Agency is committed to a policy of equal opportunity.

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LOCAL GOVERNMENT MANAGEMENT AGENCY

The Organisation

The Local Government Management Agency (LGMA) is a State Agency established in 2012. The LGMA is an agency of local authorities, primarily funded by local authorities, and operates in the local government sector, reporting on performance as required to the Department of Housing, Planning and Local Government.

The LGMA aims to meet the needs of local authorities and the Department of Housing, Planning and Local Government (DHPLG) in delivering on the public sector reform agenda in the local government sector (particularly in terms of sectoral approaches to service delivery), researching emerging and identified issues, assisting Local Authorities in the implementation and measurement of change, and supporting, in general, enhanced performance by the local government sector. Further information on the statutory remit of the Agency is available at https://www.lgma.ie/en/about-us/.

The Local Government Management Agency has adopted a work life balance policy which outlines the various types of Work Life Balance Schemes which can be availed of by employees of the LGMA including the Shorter Working Year Scheme and the Work-sharing Scheme.

The Role

The Database Administrator (DBA) Grade 7 will be expected to play an active part in assisting the Assistant Chief Executive or appropriate senior officer in managing the delivery of services to the local authorities and other stakeholders in support of local authorities. The successful candidate will be the key point of contact for all MS SQL Server database queries & issues.

The role requires limited evening and weekend working. The LGMA operates flexible working hours (flexi-time) for certain categories of employees including employees at Grade 7 level. This system allows staff the opportunity and responsibility for organising their working hours within defined limits to fit in with their domestic and personal arrangements.

The candidate will be responsible for providing and maintaining secure, highly available Microsoft SQL Server environments which are utilised by live, test and development applications for publicly hosted eGov applications, shared service applications and local LGMA specific applications.

This is a technical role and the successful applicant will be expected to be the LGMA in-house expert on MS SQL Server and associated technologies and will carry out all hands-on DBA related tasks.

These tasks will include:

(a) Management of database availability and performance, resilience, sizing, capacity and volumetrics for all LGMA environments.

(b) Managing high availability, resilience and database Replication.

(c) Ongoing administration of database objects: indexes, tables, views, constraints, sequences snapshots and stored procedures; page locks – to achieve optimum utilisation.

(d) Performing database housekeeping – the routine tasks that ensure that the databases are functioning optimally and securely, e.g. tuning, indexing, etc.

(e) Managing Windows Server operating system and, in particular, clustering.

(f) Managing database related storage volumes and working with the SAN.

(g) Monitoring of usage; transaction volumes, response times, concurrency levels, etc.

(h) Generating reports. These could be reports based on the data in the database, or reports related to the performance and integrity of the database.

(i) Identification, reporting and management of database security issues; audit trails and forensics.

(j) Designing and implementing database backup, archiving and storage strategy.

(k) Designing and implementing database alerts and event management.

(l) Database consultancy, design, creation & testing for new projects.

(m) Provision of third-level support for all database-related incidents in the sector.

(n) Creation and maintenance of database standards and policies.

(o) The implementation and delivery of projects to the highest standard using a full range of management disciplines.

(p) Troubleshooting and resolving complex and lengthy issues.

(q) Taking on major upgrades and new installations.

(r) Maintenance tendering.

(s) Providing SQL Consultancy to business & development teams.

(t) Providing SQL Consultancy to local authorities.

(u) Promote and utilise best practice in project management methodologies, governance, standards & protocols.

(v) Contract and vendor management of 3rd party suppliers.

(w) Development and writing of business cases.

(x) Assisting in creating, sharing & using knowledge within and between teams.

(y) Developing and maintaining stakeholder & customer relationships.

(z) Taking on such other duties as may be assigned from time to time including deputising for other officers.

(aa) Pro-actively contribute to development, support and implementation of LGMA Strategies and Corporate Plan.

Key Relationships or Interpersonal Contacts:

(a)   Within the organisation:

Level	All staff.
Type of contact	All types – in person, meeting, telephone, video conferencing, e-mail, written.
Frequency	Daily, weekly, monthly and as and when required.
Purpose	Multi-purpose connected with the functioning of the Agency.

(b)   External (including other bodies, 3rd party suppliers of products and services):

Type of Organisation/ Person Contacted	Personnel in local authorities, central Government departments, State Agencies, national public and private sector bodies and suppliers of products and services to the local government sector and the LGMA. 3rd party suppliers of products and services.
Type of contact	In person, meetings, conferences, video conferences, telephone, e-mail, written.
Frequency	Daily, weekly, monthly as and when required.
Purpose	Support, advice, knowledge/information sharing, influencing, contract management, vendor management and negotiation.

Essential Requirements for Database Administrator (DBA) Grade 7:

1. **Candidates must have:**

    (i) An Honours Degree (Level 8 on the National Framework of Qualifications) in the area of Information Technology or possess an equivalent qualification relevant to the position and/or Microsoft SQL qualifications.

    (ii) A minimum of 3 years' experience in Microsoft SQL Server Database Administration supporting live production databases.

    (iii) Experience of successful delivery of projects in a multiple stakeholder environment including using external parties.

    and

2. Demonstrate the following competencies as set out in the LGMA Competency Framework (see Appendix 1):
    Pillar One – Management and Change
    1.6   Bringing About Change
    1.7   Influencing and Negotiating

    Pillar Two – Delivering Results
    2.1   Problem Solving and Decision Making
    2.2   Operational Planning

    Pillar Three – Performance Through People
    3.2   Managing Conflict
    3.3   Communicating Effectively

    Pillar Four – Personal Effectiveness
    4.4   Personal Motivation, Initiative and Achievement

3. **Other Eligibility Criteria**

Eligibility to Compete and Certain Restrictions on Eligibility
Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. Other candidates may be eligible to compete subject to their having or obtaining an appropriate work permit for the nature and duration of the position.

Former Public Service Employees
Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- *Incentivised Scheme for Early Retirement (ISER)*
- *Department of Health and Children Circular (7/2010)*
- *Collective Agreement: Redundancy Payments to Public Servants*

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to the applicant's former Irish Public Service Employer in the first instance.

Declaration
Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

The Application and Selection Process

How to Apply

Applications must be made on the official application form and all sections must be completed in full. When completing the application form, accuracy is essential. The information you supply in the application form will play a central part of the selection process.

Closing Date for receipt of applications is Monday, 19th November 2018

> The completed application form(s) must be forwarded to reach the **Office of the Local Government Management Agency, Local Government House, 35-39 Ushers Quay, Dublin 8,** <u>not later than 5pm on Monday, 19th November 2018</u>
>
> Applications can be emailed directly to **jobapplications@lgma.ie**

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your Junk/Spam folders as email notifications may be filtered into your Junk/Spam email folders. Any other queries regarding your application form should be emailed to jobapplications@lgma.ie

Selection Process

SHORTLISTING EXERCISE

The Agency reserves the right to shortlist applications based on the information supplied in the application form. In the event of a shortlisting exercise being employed, the Interview Board will examine the information provided in your application, assess it against the criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position.

COMPETITIVE MAIN INTERVIEW

Admission to the selection interview is conditional on receipt of a completed application form by the required cut-off date.

The onus is on all applicants to make themselves available for the obligatory interview on the date specified by the LGMA and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the address specified on their application form.

Interviews will be conducted by an Interview Board set up by the LGMA. The Interview Board will assess the merits of candidates. Only candidates who reach such a standard as the Interview Board consider satisfactory in the competitive interview will be considered for selection.

Before being recommended for appointment, candidates will have to satisfy the Interview Board that they possess the requisite knowledge and ability for the proper discharge of the duties of the position.

Candidates will be assessed under the following headings:

- Relevant Experience and Job-Related Achievements
- Strategic Management & Change
- Delivering Results

- Performance Through People
- Personal Effectiveness.

FEEDBACK AND REVIEW

Candidates have the right to seek feedback from their interview. Should a candidate be unhappy with an action or decision in relation to their application for appointment, s/he has the right to seek a review of the process. This request must be made within 5 working days of receiving notification of the decision on his/her application.

Candidates should note that canvassing will disqualify.

General

The appointment is to a permanent post in the Local Government Management Agency and is subject to general terms and conditions in operation relating to appointments in the Agency.

Remuneration

The salary scale applicable to this position is as follows;

Point No.	1	2	3	4	5	6
Salary	€48,978pa	€50,176pa	€51,576pa	€52,979pa	€54,384pa	€55,637pa

Point No.	7	8	9	LSI 1	LSI 2	
Salary	€56,922pa	€58,166pa	€59,405pa	€61,534pa	€63,672pa	

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to the LGMA any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by his/her office or in respect of services which s/he is required by or under any enactment to perform.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation. The salary scale may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

Tenure

The position of Database Administrator (DBA) Grade 7 is full-time and permanent.

Hours of Attendance

The hours of work will be such as may be specified by LGMA from time to time, the total hours being 37 per week. A normal working day is defined as 09.00 – 17.24. You may be required to render extra attendance, if and when the work of the Agency requires it, without additional remuneration. For example, the nature of DBA work can require certain tasks to be carried out outside of normal business hours to minimise disruption to business systems.

Location

An officer's headquarters shall be such as may be designated from time to time. At present the LGMA has offices at two locations in Dublin. When absent from home or headquarters on official duty appointees will be paid appropriate travelling expenses and subsistence allowances, subject to normal regulations.

Annual Leave

The Annual Leave allowance for New Entrants is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the LGMA, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick leave absence will apply, in accordance with the provisions of the Public Service Sick Leave Scheme, 2014.

Superannuation and Retirement

Persons who become pensionable officers of the LGMA, who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the LGMA at the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of the LGMA who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation, to contribute to LGMA at the rate of 5% of their pensionable remuneration. All persons who become pensionable officers of the LGMA are required, in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, 1986, to contribute to the LGMA at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the Scheme.

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Sector, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph (d) below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

(a) **Pensionable Age**
The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

(b) **Retirement Age:**
Scheme members must retire at the age of 70.

(c) **Pension Abatement**
If the appointee was previously employed in the Irish Public Service and is in receipt of a pension from the Irish Public Service, normal abatement rules will apply. However, if the appointee was previously employed in the Irish Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which render a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment.

Special arrangements will however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007
The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under **Strands 1, 2 or 3** of this scheme and is subsequently employed **in any capacity in any area of the public sector**, payment of pension to that person under the scheme **will immediately cease**. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted **will not be taken into account** in the calculation of the pension payment).

(d) Ill-Health-Retirement
Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

(e) Prior Public Servants
While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.**

(f) Pension-Related Deduction
This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: https://singlepensionscheme.gov.ie/.

Medical Examination

For the purpose of satisfying the requirement as to health it will be necessary for successful candidates, before being appointed, to undergo at their own expense a medical examination by a qualified medical practitioner to be nominated by the Agency. On taking up appointment, the expense of the medical examination shall be refunded to candidates.

Offer of Appointment

The LGMA shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month. If they fail to take up the appointment within such period, or such longer period as the Agency in its absolute discretion may determine, the Agency shall not appoint them.
All appointments are subject to receipt of satisfactory references and candidates may be required to produce documentary evidence of qualifications or experience claimed in their applications.

Secondment

If the person appointed is already an existing pensionable officer of a local authority, Health Board in the State or a serving Civil Servant of the State, arrangements may be made to have that person seconded to the Agency in the first instance.

Probation

Where persons who are not already permanent employees of the LGMA are appointed, the following provisions shall apply:

(a)   there shall be a period after such appointments take effect during which such persons shall hold the position on probation;

(b)   such period shall be one year but the Chief Executive may at his or her discretion extend such period;

(c)   such persons shall cease to hold the position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory.

Removal from Office

The procedure for the removal of a permanent officer shall be the same as for an officer of a local authority, with the necessary modifications.

IMPORTANT NOTICE
The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).

Confidentiality

All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone outside those directly involved in the recruitment process.

Freedom of Information

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

Data Protection

The information submitted with an application is used in processing the candidature and subsequent employment (if successful), and such information is held subject to the rights and obligations of the Data Protection Acts.

Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Appointments from Panels

It is envisaged that a panel of qualified individuals will be established from which future vacancies, should they arise, may be filled. Qualification and placement on a panel is not a guarantee of appointment to a position. Please note that once a candidate has been assigned they will no longer remain on the panel.

Non Refund of Expenses

The Agency shall not be responsible for any expenses incurred by candidates in attending for interview.

Structured Training and Development Programme

LGMA operate a Personal Development Programme linked to the Performance Management and Development System which will assist the individual in creating a Personal Development Portfolio.

All Officers are actively encouraged to apply for a place on organisational educational and training programmes, in addition to gaining specific skills training – which is determined on a one-to-one basis. The person(s) appointed will, on their own initiative or at the request of LGMA, avail from time to time, of such training as is deemed necessary to meet the requirements of the position.

APPENDIX 1 – **Database Administrator (DBA)**
Grade 7 Competencies

Management and Change	
Bringing About Change	Develops and initiatives change management programmes to meet defined end objectives.
	Demonstrates flexibility and an openness to change.
	Fosters a culture of change by encouraging improvement suggestions from employees, identifying champions and establishing teams to get things done.
	Fosters commitment to change through leadership and articulates the appropriate and positive reactions to change.
	Alters policies, practices and procedures to support change.
	Anticipates and responds proactively to the implications of change.
	Challenges the status quo to see how systems, processes and practices may be improved.
	Recognises that people react differently to change and manages this accordingly.
	Objectively evaluates the effectiveness of change initiatives to identify potential improvements.
	Informs all relevant stakeholders of the outcomes of a change process.
Influencing and Negotiating	Establishes appropriate and productive working relationships at local level, both within the public and private sector.
	Meets operational goals by working effectively with the Assistant Chief Executive, Senior Managers and colleagues.
	Effectively influences other team leaders and groups to achieve operational strategy and objectives.
	Adopts a partnership approach in reaching agreement.

Delivering Results	
Problem Solving and Decision Making	Assimilates information from across their area of operation, assesses risk and identifies key elements and potential solutions.
	Appropriately evaluates and challenges the available information rather than accepting evidence on face value.
	Considers all the elements and options within a scenario, including statutory frameworks, past precedent, strategic, operational and financial requirements.
	Addresses issues logically and on a step by step basis.
	Makes timely and reasoned decisions or recommendations, within their area of operation, in a consistent, fair and transparent manner.
	Has the conviction to make a decision where necessary, even when the information available is limited.
	Knows the limits of his/her decision-making authority and the relative importance of each decision.
	Shows good judgement and balance in making decisions or recommendations.
	Considers the implications for those affected by the decisions.
	Encourages team members to come up with potential solutions to operational problems.
	Considers the requirements for inter and cross-organisational decision making and actions.
Operational Planning	Contributes to development of operational plans and leads the development of team plans having regard to operational objectives set out in the relevant operational plan.
	Assumes responsibility for getting things done (is accountable).
	Negotiates annual resource needs and plans accordingly.
	Ensures clear allocation of tasks and duties within the team.
	Determines the key delivery elements within a team plan and the expected or required standard.
	Delegates work tasks in a clear and specific manner.
	Closely tracks and monitors activities to ensure compliance with standards and recommends change as appropriate.
	Accurately identifies customer service needs and develops appropriate standards and policies to provide clear performance expectations.
	Consults effectively when setting customer service standards and pursues continuous improvement in customer service standards.
	Adjusts services and standards to cater for changes in customer needs and expectations.

Performance Through People	
Managing Conflict	Relates well to others and maintains positive working relationships.
	Identifies causes of conflict at an early stage and manages these to reach beneficial solutions and positive outcomes.
	Demonstrates sensitivity in balancing operational requirements with personal commitments, preferences and issues.
	Demonstrates awareness of cultural, social and individual differences which may impact on relationships in the workplace.
	Demonstrates appropriate and effective behaviour when in conflict situations.
	Is proactive in providing help or support to others.
	Uses diplomacy and tact to facilitate working relationships with dissatisfied staff or customers.
Communicating Effectively	Presents ideas effectively to individuals and groups and delivers presentations suited to the nature and needs of the audience.
	Actively listens to others and looks for feedback on the message being communicated.
	Is clear in all communications, considering the audience in getting the message across.
	Is effective in communicating a complex or technical message, using language appropriate to the audience.
	Puts in place systems and mechanisms to make best use of available technology.
	Is aware of the potential sensitivity in communicating difficult messages.
	Communicates with credibility, conviction, composure and confidence in potentially stressful public situations.
	Prepares for communication, carrying out the necessary research and speaking to the relevant people in advance
	Uses the most appropriate communication channels when communicating with others.
	Writes fluently – clearly structuring written communication.
Personal Effectiveness	
Personal Motivation, Initiative and Achievement	Sets challenging standards and received high quality outcomes.
	Is self-motivated and persistent in the fact of difficulty.
	Responds positively to the challenges of the role.
	Learns from experiences, is not afraid to constantly improve.
	Is dedicated and enthusiastic about their role.
	Looks to meet the needs of the broader organisation rather than focussing on own specific responsibilities.
	Demonstrates and encourages innovation and new thinking.
	Achieves or exceeds personal work objectives.
	Manages own time effectively to achieve objectives.
	Seeks opportunities to exceed the personal, work and career goals set.