**Purpose:** This is a database administration role within the IT department providing support and development of all Microsoft SQL Server (principally) and Oracle databases within Benenden

**The post holder will**:

* Install, configure, patch, upgrade and decommission all Microsoft SQL Server and Oracle databases.
* Configure and monitor database backups, ensuring they complete successfully and are fit for purpose.
* Undertake capacity planning for all Microsoft SQL Server and Oracle databases.
* Design and operate the database support process.
* Configure and maintain audit details for database changes.
* Ensure the security and integrity of data stored in all Microsoft SQL Server and Oracle databases.
* Responsible for the resolution of all database support tickets and relevant application tickets as required.
* Investigate, identify and address the root cause of all defects.
* Manage the application release process.
* Responsible for database design used within Benenden applications

**Reporting Line**

**Role Profile – Database Administrator (SQL)**

Finance Director

Database Administrator

Head of IT



**Values**

**Measurement**

* Performance will be measured against the specific objectives and targets and “Values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process.
* Timely management of IT Tickets.
* Support & Implementation of all Benenden Databases.
* Ensure all Benenden databases are available, secure and recoverable.

**Key Result Areas**

* Identify and document the root-cause of all issues.
* Design and implement changes to applications in line with the defined development standards and processes.
* Liaise with developers and 3rd party suppliers to implement defect resolutions.
* Develop an in-depth understanding of the systems, its components and configuration including hardware infrastructure.
* Make recommendations for system enhancements and improvements and implement as appropriate.
* Schedule ticket resolution across all technology teams.
* Monitor and support all batch jobs ensuring successful completion.
* Manage the applications release process.
* Ensure that the applications and database design processes follow recognised best practise.

**Skills and Experience**

* Professional IT/IS qualifications in IS development.
* Microsoft SQL Server database design and development
* Excellent verbal and written communication skills with experience in dealing with all levels of management within an organisation.
* Ability to “translate” between business users and technical staff, and discuss issues effectively with each group
* Capacity and willingness to work flexibly and as an effective member of a broader management team
* Ability to maintain a focus on the greater organisational need alongside the technical data
* Experience in large scale Microsoft SQL Server database design with extensive experience of stored packages and procedures.