**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

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**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.