**Job title: Operational Database Analyst**

**Responsible to**: Lead Operational DBA **Department**: Atlanta **Job Level**: TBC **Location:** Manchester/Stoke

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| **Purpose of role**: To provide support and maintenance to the group’s Database estate, ensuring that the SQL estate is robust and performant. The DBA will have in-depth experience managing large SQL estates in environments where there are high rates of data change and where MI/BI plays a critical role in business operations. This role is focussed on the ‘infrastructure’ side of the DBA, however they will work closely with the Development team and business areas to provide an optimised service.  **Key responsibilities & accountabilities:**   * To support the operational running of the Group’s database estate and services. Responsible for protecting service operations through change control and governance. Collaborating with Service Management teams to identify risks, complete incident root cause analysis. * To ensure that all requests, incidents, problems and changes are completed to a high standard and within SLA * To deliver support capability to the following; general health of the SQL database estate, data provisioning (ETL, Snapdrive), queries and scripting * To identify and deliver continuous improvement initiatives, leveraging tooling and automation to improve efficiency and service to the business * Ensure your own continuous professional development by participating in external networking/conferences/associations/groups, to stay current on Industry developments & innovations. Encourage, support and coach other team members in their own development * Maintain a positive and solution oriented approach to work, providing open and honest feedback * In all internal and external contact, present a professional and positive image of the department, the team and the company as well as maintaining mutually constructive, positive and beneficial relationships * Take all reasonable steps to ensure appropriate confidentiality * Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role * Assist in, and support activity in other areas of ISS \ IT Operations as required, including Service Delivery, IT Infrastructure, Information Security and IT Administration | | |
| **Relationships & Special Requirements** | **Measurements** | **Person Specification** |
| **Key relationships:**   * PMO & Project Managers * Counterparts in other organisations for benchmarking and networking purposes. * All Technology and Change peers * Peers and team leads in the MI/BI teams   **Responsible for (*direct reports)*:**   * None   **Special requirements:**   * Travel (primarily within the UK) | **KPI themes**   * Management of service queues against agreed SLA’s * Delivery of Continuous Service Improvement initiatives against an agreed delivery plan   **Competencies e.g.**   * The ability to troubleshoot issues across multiple technology areas * Excellent interpersonal, written and verbal communication skills. * Ability to think “outside of the box” and go the extra mile. * Pro-active and self-motivated with the proven ability to drive results * Excellent planning and organisation skills. * Good business and ‘user experience’ awareness. * Can work on own initiative, with minimal guidance | **Essential**   * Highly motivated / motivational to see success, delivered via their efforts and collaboration with peers * Previous experience as a DBA supporting databases with a high rate of change, proficient with; SQL, SSIS, ETL (Attunity), automation, AG/resilience * High degree of operational awareness, and can therefore generate positive operational outcomes through the change they are delivering * Proactive mindset, with a continuous improvement mentality * Robust / up to date knowledge and experience of delivery in an operations environment   **Desirable**   * Understanding of the UK General Insurance market. * Experience of delivering project change * Experience of ITIL service management framework * Experience of underpinning infrastructure technologies (networks, server, NetApp SAN) |