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| **Role Purpose**: To administer and assure the availability of Business Intelligence critical databases for the user base by owning and managing Incidents, Problems and Changes assigned to the team to identify and resolve application software and database faults. As part of this process and that of continual service improvement, develop and implement solutions and minor enhancements. Additionally this role involves Release management and transition of new service into live in a controlled manner. | | | | |
| **Job title:** BI Database Administrator  **Location:** Bradford  **Line Manager:** BI Dev Manager    **Role level: Colleague** | | **Senior Manager Function:** Yes/No *(delete as appropriate)*  **SMF held:**  **ROI Controlled Function / Pre-approval Controlled Function:** Yes/ No (delete as appropriate)  **ROI PF/CF held:** | **Blueprint:**   * Be hungry for better * Put the customer on the team   Act like it’s yours | |
| **Need to Do - Key Accountabilities and Responsibilities** | **Role Requirements** | **Need to Know** |
| **Key responsibilities:**  **Incident Management (30%)**   * Adherence to Incident Management process. * Own and resolve Incidents assigned to team and own queue, adhering to the Database Applications Services processes. * There will be the opportunity to cover 24/7 shift patterns as per the company policy and procedures.   **Problem Management (10%)**   * Adherence to Problem Management process. * Own and manage the resolution of Problems assigned to team and own queue, adhering to the Database Applications Services processes.   **Change Management (30%)**   * Adherence to Change Management process. * Embrace changes and engage with the change process to implement change. * Own and oversee implementation of Changes assigned to team and own queue, adhering to the Database Applications Services processes.   **Release Management (5%)**   * Adherence to Release Management process. * Work with other teams within IT to release and implement new release into the live environment. * Take responsibility for Operational Acceptance Testing of releases assigned to team and own queue, adhering to the Database Applications Services processes.   **Service Improvement (20%)**   * Develop, document and maintain support processes, procedures and solutions. * Share knowledge and best practice. * Assist and support other areas of the business to meet business demands. * Implement and embrace new processes as defined by Governance. * Develop and transition 1st line activity including first time fixes into Service Desk and 1st line teams. * Continually improve and build a customer service ethos.   **Personal Career, Performance and Development Activities (5%)**   * Embrace EPM process including gathering evidence and attending half yearly reviews. * Identifying suitable training or coaching opportunities for self to help fulfil Personal Development Plan. * Develop appropriate ITIL and technical skills to develop capability within the team to perform problem management and continual service improvement. * Escalate any conflicts to line management and personally address/mitigate. * Own and evidence effective Time Management of tasks. * Use agreed processes to complete personal tasks.   **Key Relationships**   * **Service Design** * **Service Desk** * **Business Intelligence HC, Tandem and Satsuma** * **IT Application Services** * **IT Technical Services** | | **Levels of responsibility:**  **Autonomy:** Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.  **Influence:** Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Collaborates regularly with team members, users and customers. Engages to ensure that user needs are being met throughout.  **Complexity:** Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.  **Business Skills:** Communicates fluently, orally and in writing, and can present complex information to both technical and nontechnical audiences. Plans, schedules and monitors work to meet time and quality targets. Facilitates collaboration between stakeholders who share common objectives. Selects appropriately from applicable standards, methods, tools and applications. Fully understands the importance of security to own work and the operation of the organisation. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues.  **Knowledge:** Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development. | **SFIA skills:**  **RELM 5 - Release and deployment:** Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.  **USUP 4 - Incident management:** Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.  **PBMG 4 - Problem management:** Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.  **CHMG 4 - Change management:** Assesses, analyses, develops, documents and implements changes based on requests for change.  **DBAD 5 - Database administration:** Develops and maintains procedures and documentation for databases. Identifies, evaluates and manages the adoption of appropriate database administration tools and processes, including automation. Contributes to the setting of standards for definition, security and integrity of database objects and ensures conformance to these standards. Manages database configuration including installing and upgrading software and maintaining relevant documentation. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs. **ASUP 3 -** **Application support:** Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks. **Additional requirements:**  **Experience and Capability**  **Essential**   * Strong T-SQL scripting skills * Good understanding of Relational Database Management Systems * Developing and Administration of Microsoft SQL Server Databases * SSRS and SSIS development and deployment skills   **Desirable**   * Understanding of Powershell * General knowledge of networking, storage, software installation and management, and Microsoft Windows Server operating systems * Intermediate experience of incident, problem, change and release processes. * Intermediate experience of working in an IT service support environment * Experience of Service Management tools that incorporate Incident, Problem, Change Management Processes.   **Qualifications**  **Essential**  **Desirable**   * MCSA 70-461 Querying Microsoft SQL Server 2012 * MCSA 70-462 Administering Microsoft SQL Server 2012 Databases * IT Infrastructure Library (ITIL) to at least foundation level. | |