We’re looking for an experienced SQL Database Administrator (DBA) who can work on the support and continued development of the hosting estate here at Schroders. You’ll bring knowledge, drive, enthusiasm and a passion for technology. We’ve got a diverse portfolio of technologies at here and your goal is to maintain and build at the highest possible levels to drive customer satisfaction and enable a technology focused working environment for our users.

**The team**  
As a member of the Global Hosting team working within the Schroders Singapore office, you will be part of the wider Technology family, working alongside (sometimes physically, sometimes virtually) colleagues in all serviceline’s around the world.

Global Hosting are responsible for the Wintel, Unix / Solaris, Storage, Database, Backups, Cloud and Automation serviceline’s, from an operational perspective through to design and delivery. As such, you and other team members at all levels will have a huge amount of experience between you to help each other where needed.

**What you’ll do**

* Work as part of a Global multi-locational cross-matrix team in a dynamic and high pressured environment
* Adhere to the Serviceline’s Global Policies and Standards
* Attend training courses related to the Serviceline as well as taking ownership of your own career progression through continual learning
* Form a professional working relationship with all levels of the Global Serviceline including the Service Desk, Operations, Engineering teams and external vendors in order to share, assist and learn as well as to ensure cohesive incident ownership and resolution
* Proactively own incidents, problems, issues and change requests whilst adhering to the documented processes within the scope of the Global Serviceline whilst adhering to SLA’s and OLA’s where relevant
* Provide an excellent level of ticket management throughout the incident, change, problem or issue, and escalate within agreed guidelines and timelines
* Act as a technical resource for Change Requests, maintenance, firmware upgrades and recurring patch cycles within the scope of the Global Serviceline
* Utilise documented Standard Operating Procedures and other documentation provided
* Highlight any cost saving, shift left or automation opportunities, gaps or possible improvements in the Standard Operating Procedure library, other support documentation and general processes within the Serviceline as part of the Continual Service Improvement process.
* Adhere to Schroders Information Security and Compliance policies and standards within the Global Serviceline
* Provide the highest level of internal customer service during direct or indirect customer interaction

**The knowledge, experience and qualifications you’ll need**

* A love for technology, a desire to learn and an eagerness to progress
* Experience of working as part of a global team
* Experience of managing a ticket based workload
* Experience providing support using documented operating procedures and processes
* Excellent English communication abilities
* Ability to effectively and efficiently prioritise and execute tasks within a high-pressured environment
* Certification as a Microsoft Certified Professional (MCP) or equivalent

**Knowledge of the following**

* MS SQL 2005 – 2017 and onwards
* SSRS and SSIS
* High Availability using SQL AlwaysOn, Clustering and Windows Operating systems
* Experience of delivering improvement through debugging code and optimising queries
* Creation and development of scheduled database maintenance routines
* Active Directory in relation to databases
* Power shell, scripting and automation in relation to databases
* Managing large SQL databases up to 12TB
* Security and vulnerability based approach to security hardening

**The Knowledge, Experience and Qualifications That Will Help**

* Experience of working in the financial sector
* Experience, knowledge or a qualification in the ITIL Framework
* Experience of ServiceNow
* Experience of Azure administration
* Knowledge of storage and backup solutions
* Working in an Agile environment
* A degree-level qualification in a computing or technical discipline