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| POSITION DETAILS: | |
| Position Title: | Key-Base Developer |
| Designation: |  |
| Function: | Skill development |
| Reports to: | Training Team-Lead |
| Location: | Cairo/Egypt |

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| POSITION CLASSIFICATION: | |
| Billable | Non – Billable |

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| POSITION SUMMERY: |
| A Key-Base Developer plays a crucial role in managing the organization’s knowledge base, which serves as a centralized repository for essential information across all accounts. |
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| * KEY ACCOUNTABILITIES: |
| * **Design & Manage Databases** – Build, develop, and maintain databases. * **Optimize Performance** – Improve database speed and efficiency. * **Ensure Security** – Protect data with encryption and access control. * **Troubleshoot Issues** – Fix database errors and performance problems. * **Collaborate with Teams** – Work with developers and other teams to meet data needs. * **Monitor Systems** – Check for uptime, performance, and potential issues. * T**est & QA** – Ensure the database works as expected through testing. * **Document Processes** – Write guides and technical docs for the database. |

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| QUALIFICATIONS, EXPERIENCE, & SKILLS: |
| * Strong communication and negotiation abilities. * Ability to work flexibly across different premises. * Proficient in both written and spoken English. * Solid understanding of internet technologies. * At least 6 months of experience in a call center environment. * Well-informed and confident in presenting knowledge * Open to graduates only. |

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| General skills COMPETENCIES: |
|  Database **Management** –  Knowledge of creating, maintaining, and optimizing databases.   Problem**-Solving** –  Ability to identify and fix issues efficiently.   Coding **Skills** –  Proficiency in languages like SQL, Python, or Java.   Performance **Optimization** –  Improving database performance and query speed.   Data **Security** –  Understanding encryption, access control, and data protection.   Attention **to Detail** –  Ensuring data integrity and avoiding errors.   Collaboration –  Working well with cross-functional teams.   Adaptability –  Ability to learn new tools, technologies, or platforms quickly.   Time **Management** –  Efficiently managing multiple tasks or projects.   Communication –  Clearly explaining technical issues to non-technical team members. |