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### Role Profile

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| **Role Title:** Technical Specialist – MS SQL DBA | **Grading** : P1 – Professional Technical |
| **Job Family :** Systems Support | **Pay Level :** 2 |
| **Overall Purpose of role:**  Provides a deep level of technical knowledge and owns complex production incidents, collaborating with other technical teams to troubleshoot and ensure a complete resolution. Runs small projects to resolve ITIL-defined service problems, allocating tasks to colleagues and ensuring completion of work to agreed quality criteria and timescales. Continually assesses ways of working in order to develop or revise artefacts and processes that improve team efficiency and effectiveness. A role model within the team who provides mentoring and coaching to peers and junior team members. | |
| **Professional qualifications or essential experience required:**  Demonstrable broad expertise in their technical discipline with considerable depth in chosen specialist areas. Essential experience delivering MS SQL Server services and solutions to a mission critical environment. Experience of using the Microsoft Office products to create and manage documentation is required. Financial services experience is desirable. | |
| **Reports to:** Database Practice Manager | |
| **Responsibility for staff:** None. | |
| **Core activities:** | **Performance Measures:** |
| **Innovation and Improvement** |  |
| * Responsible for owning and independently troubleshooting and resolving complex production service incidents. This involves working with other teams to review logs and diagnostic information to determine root cause and uses personal technical skills to assess technical impacts and implements effective corrections. | * Incidents closed within SLAs as measured through Service Now. * Works collaboratively with others to aid timely resolutions |
| * Takes ownership for problem resolution and constituent tasks, working with other teams to complete tasks which improve the resilience of production services. | * Problems closed within agreed timescales. * Reduction in infrastructure-related incidents. |
| * Continually assesses the current ways of working and develops new or revised artefacts and processes. Delivers innovations inside or outside the team. Coaches other team members to look for improvements. Contributes to the strategic direction and decision making of the team by providing technical expertise | * Proven track record of implemented improvements within team and in other teams. * Team members delivering process and working methods improvements. * Decisions made based on technical information, advice and guidance |
| * Creates easy to follow, structured technical documentation to agreed standards that can be followed by colleagues with no additional support using CBS standard tools of MS Visio, MS Word and Confluence. Ensures quality documentation created by junior team members meets quality criteria through assessments and checks. | * Clear documentation that is utilised by the team to complete standard tasks. * Documentation standards maintained throughout the team. |

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| **Core activities (contd):** | **Performance Measures (contd):** |
| **Planning** |  |
| * Plans technical requirements for small projects or significant pieces of business as usual work with low numbers of resources and internal IT stakeholders. Planning detail defines tasks and estimates, mitigates risks and minimizes disruption and downtime. * Attends regular huddles, scrums and retrospectives on request from Practice Manager, Product Owner or Product Manager. | * Work undertaken with minimal impact on production estate to agreed timescales and within submitted change windows. * Resources understand their tasks and complete to agreed timescales and quality criteria. * Feedback from internal IT stakeholders. |
| * Creates objectives and agendas for internal technical meetings. Runs the meeting, ensures objectives are met and that all actions are allocated appropriately and follows up on actions until completed. | * Feedback from meeting attendees. |
| * Responsible for supporting the capacity planning process by escalating any capacity-related concerns and providing potential solutions using standard procedures. | * Reduction in capacity-related infrastructure incidents. |
| **Compliance & Governance** |  |
| * Identifies risks in own working activities and takes mitigating actions to avoid breaches in policies, processes and procedures. Ensures colleagues are aware of similar potential risks in their teams. Escalates where risks identified have potential future implications. | * Risks identified, reported and escalated appropriately. * Shapes risk agenda for team. |
| * Maintains previously defined policies and standards. Ensures compliance to defined policies and standards. | * Policies and standards are up-to-date and meet current requirements. * Through regular reviews ensures work undertaken by junior team members meet defined standards and policies. |
| * Implements controls arising from audit findings and ensures on-going compliance. | * No future audit findings are a repeat of previous findings. |
| **Self Development** |  |
| * Seeks and is open to feedback from multiple sources on personal development areas. Actively looks for in-role and external opportunities to develop own capabilities. | * Undertakes activities to further own career and drives their own development agenda. |
| * Creates and maintains personal development plan using a detailed GAPS grid to highlight the areas of growth. Creates a simple report and plan using CBS tools showing progress within the development schedule. | * Development plan and GAPS grid recorded through CBS My Development. |
| * Demonstrates personal level of technical competency through the attainment of the intermediate level of industry-recognised accreditation in own technical field. Applies learnt best industry practice to improve technical actions including implementation, configuration, security and problem solving tasks. | * Attains the intermediate level of industry-recognised technical accreditation. |

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| **Core activities (contd):** | | **Performance Measures (contd):** |
| **Leadership** | |  |
| * Effective skills for communication within IT at all levels. Influences and persuades at all levels in IT. | | * New ideas adopted across the team. * Contributes to strategic decisions that have an impact on IT. |
| * Role model for other members of the team. Actively promotes a positive image within the team. Support team development through mentoring and coaching to peers and all junior team members. | | * Improves own technical skill levels and passes knowledge to team members. * Displays behaviours that contribute to an overall positive culture within the team. |
| **Society’s Mission and Values**  **Our values are at the heart of everything we do. They’re what drive our everyday behavior, and we’re really proud of that.**  By sharing these values, we’ve built a culture where everyone feels they belong.   * Caring – we care passionately about great service and looking out for each other and wider society. * Ambitious – we want to do better every day, finding imaginative ways of making people better off through life. * Responsible - we believe in doing the right thing for our members, colleagues and partners – promoting diversity and equality of opportunity for all. * Empowering - we empower people to make the right decisions, with the confidence to achieve better outcomes and the support to achieve their potential. * Straightforward - we say what we think and provide honest feedback. By focusing on making things simple, easy and clear we reduce waste of time, effort and resources. | | |
| **Role related knowledge and expertise:**   * Experience of using the Microsoft Office products to create and manage documentation.   **Other essential information:**   * Available for out-of-hours support, on a rota basis. * Able to work under pressure. * Thorough, with a good attention to detail. * Flexible approach to working hours to meet own objectives and assist colleagues in meeting their objectives. | | |
| **Must be able to demonstrate knowledge in the areas below:**  **KEY SKILLS**   * **Ansible or Other orchestration tools** * **Powershell scripting** * MS SQLServer RDBMS (2012 and higher) * MS DBCC statements. * MS SSIS. * MS SQLServer high availability (inc. AOAG) and data protection methods. * MS SQLServer backup and recovery. * MS SQLServer database performance tuning and monitoring.   **DESIRABLE SKILLS**   * MS SSAS. * MS SSIS. * MS SSRS. * Experience with MS SQL hosted in Cloud. * Oracle 11gR2, 12c and 19c RDBMS.   **OTHER SKILLS WHICH WILL BE REQUIRED BY THE ROLE**   * Appreciation of the ITIL framework * IT Security and RBAC * VMware Virtualisation.   **Other essential information:**   * Available for out-of-hours support, on a rota basis. * Able to work under pressure. * Thorough, with a good attention to detail. * Flexible approach to working hours to meet own objectives and assist colleagues in meeting their objectives. | | |