



Job Description

Database Administrator/Architect

Role Overview

You will be our database guru, king or queen over the set of large, dynamic, real time operational databases that power our customer engagement platform – as well as all the supporting development, test and staging databases.

You will be hands on for administration and set up, but actively involved in development and architecture of our data infrastructure – working with Developers, BI/insights, Dev and Sys-Ops, Security and Customer facing teams.

Key Responsibilities

- Managing the day-to-day operations, the database estate.
- Design and implement database solutions to satisfy application requirements.
- Performance monitoring and tuning of queries, tables and indices – assisting developers in optimising their database access.
- Work with insights/BI team on reporting and data structures.
- Provide operational support to the service desk, customer-facing teams and operations.
- Design and implement appropriate maintenance plans.
- Monitor and control access permissions and privileges to ensure database security and integrity are maintained.

- Develop, manage and test back-up and recovery plans.
- Perform capacity planning.
- Maintain appropriate levels of technical and procedural documentation.
- Proactively bringing issues and problems to the attention of the team; generating, proposing and implementing innovative solutions to solve them.
- Perform any other technical and administrative tasks outside the above responsibilities on occasion when directed by management.

Knowledge, Skills & Experience

Required:

- Experience managing, supporting and designing high-availability PostgreSQL and experience of DB2 database systems.
- Proven skill in administrating PostgreSQL and DB2 databases and utilising Linux operating systems.
- Strong SQL query writing and holistic optimization skills.
- Experience with BI/reporting tools.
- Experience with Amazon RDS cloud databases.
- Strong troubleshooting, communication and documentation skills.
- Experience monitoring and reporting on performance metrics.
- Experience testing and debugging code.
- Excellent English communication skills (written & verbal).
- Proactive 'self-starter' attitude.
- Lifelong learner - thrives from developing and sharing knowledge.

Advantageous:

- Experience with SQL and NoSQL databases including MySQL, MongoDB, DynamoDB.
- Experience of cloud (or hybrid) hosted enterprise applications (preferably AWS).
- Experience of best practice security practices within an ISO27001 environment.

Competencies:

Customer Orientation - *The ability to support both internal and external customers to help them achieve their objectives without compromising the company's interests and engendering this culture throughout the Customer Success team.*

Analysis - *The ability to gather relevant information, reason from cause to effect and generate effective solutions to commercial issues – taking into account variables and implications.*

Decisiveness - *The willingness to make decisions once a situation or problem has been analysed, based upon a judgement of the best solution.*

Technical/Professional Knowledge - *The ability and motivation to apply and develop one's own professional and technical knowledge and to share this expertise with others.*

Structuring - *The ability and willingness to plan and control courses of action for oneself and others, prioritising resource demands and monitoring progress so as to achieve objectives.*

Change Management/Adaptability - *The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.*

Educational Qualifications

Ideal academic level preferred:

University or similar level qualifications in fields related to data, computer science, science or mathematics. Or equivalent work experience.

Professional Qualifications:

Industry certifications in Database design and administration.

Mobility Requirements

No travel will be required for this role.

Additional Specifications / Comments

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the business needs of the Company.



Could you be the one for us?

Whether you're ready to join us or would just like a little more information, our team are always on hand to help.

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