Job Description



JOB TITLE: Database Administrator

GRADE: 4

REPORTING TO: IT Infrastructure Manager

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

This Role in the Technology Services department is to provide database support across the ERS estate delivering an efficient and reliable environment.

Developing, implementing, maintaining and supporting database systems.

**KEY RESPONSIBILITIES:**

* Ensure all database servers are backed up in a way that meets the business’s Recovery Point Objectives (RPO)
* Test backups to ensure we can meet the business’ Recovery Time Objectives (RTO)
* Troubleshoot SQL Server service outages as they occur, including after-hours and weekends
* Configure SQL Server monitoring utilities to minimize false alarms
* Actively monitor the SQL environment
* Automate routine/non-routine DBA tasks and contribute to driving efficiency gains within your area.
* As new systems are brought in-house, choose whether to use clustering, log shipping, mirroring, Windows Azure, or other technologies
* Install and configure new SQL Servers
* Deploy database change scripts including scripts provided by third party vendors
* When performance issues arise, determine the most effective way to increase performance including hardware purchases, server configuration changes, or index/query changes
* Document the company’s database environment
* Ensuring that ERS’ SQL estate is fully resilient and recoverable, considering provision for Disaster Recovery
* Ensure development meets requirements and passes full testing
* Support, maintain and develop MongoDB databases
* Contribute to ERS move towards big data environments
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Carry out other reasonable tasks as required by line management

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Experience in database development and support in MS SQL Server environments.
* Strong experience in Database Administration in SQL Server (2008 - 2019)
* Experience in troubleshooting and resolving database integrity issues, performance issues, blocking and deadlocking issues, replication issues, log shipping issues, connectivity issues, security issues etc.
* Experience in Performance Tuning, Query Optimization, using Performance Monitor, SQL Profiler and other related monitoring and troubleshooting tools.
* Ability to detect and troubleshoot SQL Server related CPU,memory,I/O, disk space and other resource contention.
* Strong knowledge of backups, restores, recovery models, database shrink operations, DBCC commands, Clustering, Database mirroring, Replication.
* Experience performing DR tests.
* Expert experience in implementing operational automation.
* Strong knowledge of how indexes, index management, integrity checks, configuration, patching. How statistics work, how indexes are stored, how they can be created and managed effectively.
* Knowledge of SQL Server tools ( Profiler, DTA, SSMS, SAC, SSCM, PerfMon, DMVs, system sprocs)
* SQL Development – ability to write and troubleshoot SQL Code and design ( stored procs, functions, tables, views, triggers, indexes, constraints )
* Solid acquaintance with windows server, security delegation, SPNs, storage components.
* Documentation skills for processes and procedures ( creating KBs, runbooks, topology etc )
* SQL Database Operational support to tech users
* Experience working with and supporting big data clusters
* Experience with Hadoop and Spark technologies.
* Experience with Cloud database technologies.

**KEY PERSONAL DESIRABLES:**

* Experience in database development and support in MS SQL Server environments.
* Strong experience in Database Administration in SQL Server (2008 - 2019)
* MCDBA / MCT certification
* Knowledge in a scripting language like Powershell, VBScript, WSH
* Effective Communication Skills
* Initiative & Change
* Driving & Delivering Results
* Planning & Organising
* Problem Solving
* Teamwork
* Building Relationships

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………