

Role and person profile

Post title:	DBA/Systems Administrator	Location:	Guildford or Manchester
Division:	Business Solutions Group	Department:	Technical Operations
Responsible to:	Team Leader Systems	Responsible for:	n/a
Scale:	7	Cornerstone behaviours level:	Performer
Post no:	2862, 2863, 2864, 2865, 2869, 2870, 2875		

Purpose

Working to cost, quality and time criteria carry out installation, configuration, administration, monitoring and maintenance of databases, for operational, test and development purposes, and ensuring SLAs are adhered to.

Key accountabilities

1. Delivery and support of secure, robust and cost effective database platforms whether operational, development or test data base instances in Oracle, MS SQL, Enterprise DB/PostgreSQL and MySQL.
2. Carry out database management activities to include:
 - a. assessment and application of upgrades
 - b. capacity management
 - c. creation, monitoring and management of backups
 - d. import, export and replication of data
 - e. management of database access
 - f. server operating systems,
 - g. user accounts for key systems
 - h. application servers
 - i. systems backup routines to ensure all systems data is securely backed up and tested
3. Support Systems Integration Team by contributing to database design. Implementing designs and sizing to allow for efficient performance.
4. Coordinate and carry out monitoring and recording of strategic partner and supplier performance against SLAs, liaising with stakeholders and suppliers and holding to account as required.
5. Assist Team Leader to plan, manage and coordinate Systems Team resources to ensure sufficient capacity to deliver appropriate and timely contribution to projects in the areas of requirements gathering, solution design and effective implementation.
6. Actively promote, contribute content to and support IT standards including Architecture and Security.
7. Contribute to proactive service delivery by building strong relationships with key stakeholders to ensure timely feedback and input on delivery and future needs.

8. Liaise closely within and across teams to ensure effective overall service delivery and timely resolution of incidents.
9. Drive personal professional development and assist team members to actively develop skills to facilitate cross skilling in the team and to help enable flexible working.
10. Contribute to supplier management for the Systems Team as allocated by the Systems Team Leaders, taking specific responsibilities as appropriate to ensure effective business relationships are in place and monitored against SLAs and other performance criteria.
11. Carry out database monitoring to identify issues and ensure timely resolution and/or make proposals for improvements. Carry out problem resolution, including recovery from failures due to storage space, program errors or hardware faults.

General accountabilities

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.

Person profile

Knowledge	Assessment
Demonstrable in-depth knowledge and competence in: <ul style="list-style-type: none"> o Mainstream enterprise computing, hardware, storage and back up platforms o Mainstream operating systems, including Red Hat Enterprise Linux, MS Windows and HPUX o Enterprise databases including Oracle, MS SQL, Enterprise DB and PostgreSQL o Networking principles used in a corporate environment 	A/I/P
Broad understanding of the political, educational and business context within which AQA works	I/P
Understanding of programme and project management methodologies	A/I/P
Qualification	
Computing degree or equivalent level of business computing experience	A
Relevant qualifications (eg MCSE)	A
Skills	
Logical thinker, able to diagnose, troubleshoot and co-ordinate resolution of complex technical issues in a pressured environment.	A/I/P
Good personal organisation and time management abilities gained in a similar environment	I/P
Commercial awareness, ensuring value for money principles are applied to own area of work	I/P
Proven ability to produce and maintain effective documentation	P
Expertise in resource management and risk management methodologies and processes	A/I/P
Excellent communications skills, able to engage with colleagues and customers at all levels, whether technical or otherwise.	I/P
Demonstrable planning and budgeting ability	A/I/P
Resilient and able to work under pressure and in a fast-moving change environment	I/P

Leadership skills	
Ability to resolve problems and adapt to change.	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets.	I/P
Receive feedback and learn from mistakes for continuous self-development.	I/P
Experience	
Experience in successfully delivering enterprise class systems administration including high availability and disaster recovery services	A/I
Experience of managing one or more core data bases (ie oracle, MS SQL etc)	A/I
Demonstrable experience of supplier and service management in relevant areas	A/I/P
Assessment key (criteria to be assessed at the selection stage) A – application (it is essential to provide evidence on application for shortlisting purposes) I - interview T – test (or work sample) P – probation	