



ALLPAY LIMITED

[Title]

Owner	HR Manager	Date Created	12/01/2015 14:48:00
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1. JOB IDENTIFICATION

Job Title: Database Administrator and Developer

Responsible to: IT Infrastructure Manager

Department(s): IT Operations/Development

2. JOB PURPOSE

To design, monitor, maintain and performance tune production databases whilst ensuring a high availability of data. Act as a subject matter expert to wider stakeholders on all aspects of data storage, ensuring the appropriate medium is used for the relevant data type.

This role is additionally responsible for the development, implementation and oversight of policies and procedures to ensure the integrity and availability of databases and the products they underpin.

3. DIMENSIONS

To support all users and hardware, overall responsibility for the maintenance and support of all database and data storage systems which comprises 65+ servers within the live, development and test environment and the cloud environments.

To support production services for 800+ clients and millions of external payment customers.

4. ROLE OF DEPARTMENT

Primarily reporting to the IT Infrastructure manager, also working closely to assist other business areas including Software Delivery teams, the platform team and the Data team.

To support and provide payment services for the company's internal and external users, clients and customers, through the management and maintenance of the company's network infrastructure, physical and logical IT assets, bespoke software and data connections.

Additionally, to be responsible for the implementation of new products and services, developed in house or identified as a requirement of the business, and the support of these products post-implementation.

To manage disaster recovery and contingency planning to ensure that the above services are available and resilient as required by the business.



5. KEY RESULT AREAS

Assess and develop long-term strategic goals for data storage in conjunction with the Business and IT Managers, ensuring the correct data platforms are used for the type of data being stored.

Work with application development, architecture and data colleagues to develop data architectures, coding standards and quality assurance policies and procedures.

Create models for new database development and / or changes to existing ones to ensure optimum performance.

Develop implement and maintain Change Control and Testing processes for modifications to databases.

Monitor database systems on a rolling basis checking for any execution anomalies and making appropriate plans to address issues identified.

Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.

Work with the data team to ensure that operational systems have sufficient data points/change data capture to support business intelligence and reporting requirements.

Use appropriate tools to prepare routine data and information requirements from any in-house database for internal or external clients.

Monitor, optimise and ensure allocation of physical data storage for database systems.

Plan and co-ordinate data migrations between systems.

Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts.

Liaise with all allpay departments and involvement in projects for future customer requirements and implementations. Will need to work very closely with all IT departments to meet with and exceed client expectations.

Provide guidance to other members of the team.

Plan and execute database backup and restores

Assist with data gathering and querying for report development

Deal with database issues via the service desk following the incident and service request processes.

Comply with any training requests identified as necessary to meet the requirements of the post and such other duties as are deemed necessary to meet departmental requirements.

The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post.



6. ADDITIONAL KEY DUTIES

Adhere to allpay's Equal Opportunities Policy, Health & Safety Policy, Security Policies and other defined working practises.

To provide cover, as is necessary, at out-of-hour's times as requested and arranged between the post-holder and the company and within reasonable expectations.

7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Qualifications:

Degree or equivalent qualification/experience obtained in the field of Computer Science or IT.

Industry standard database administration qualification (MCTS / MCITP) or equivalent.

Skills and Experience:

Strong understanding of database structures, theories, principles and practices.

Working technical experience with designing, building, installing, configuring and supporting relational and non-relational database servers, including MS SQL Server (essential) and NoSQL technologies such as CosmosDB (desirable).

Hands-on database tuning and troubleshooting experience.

Experience with data processing flowcharting techniques.

Project management experience.

Good understanding of organization's goals and objectives.

Knowledge of applicable data privacy practices and laws.

Good interpersonal skills.

Ability to conduct research into database issues standards and products as required.

Understanding of the ITIL and service desk process.

Additional:

Ability to prepare and maintain documentation to the highest standards of presentation

Able to communicate effectively at all levels and work as part of a team or alone as required.

Flexibility and adaptability in a frequently changing environment



8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at 17/12/2010.

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: