Database Administrator

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| **Budget:** | N/A | **Function:** | Technology |
| **Line Manager:** | Operational Data Systems Lead | **Direct Reports:** | 0 |
| **Our Vision** | | | |
| Improving access to healthcare for all in the UK to:   * Lead your best life * Prevent you from getting a disease you’re at risk of * Access the best in care (digital where possible, physical where necessary) * Manage your long-term condition | | | |
| **Your Role** | | | |
| You will be a member of the team responsible for the integrity and availability of all operational databases and some application servers.  You will support both production and development environments and also be required to become an active member of large IT Projects.  You should be confident in your skills and ability, as you will be operating mostly within familiar areas and boundaries.  You will be expected to take ownership of your own personal performance improvement, and to act on opportunities the role presents  and to seek new opportunities to pursue.  Your focus will be on achieving personal milestones which also have a positive impact on the goals set for the wider team. You should be  open to personal feedback and work on leveraging strengths in your development areas whilst building positive relationships with team  members and stakeholders, showing an awareness of different perspectives and styles.  You should feel confident to speak up in meetings and state their opinions, spotting opportunities and escalating issues to improve both  your own performance and processes and costs at team level.  You will be expected to follow well defined priorities within a given framework while still requiring a certain amount of flexibility. You  will be expected to be continually aware of the current organisational strategies, and to look for ways in which their role can augment  these. | | | |
| **Your Responsibilities & Accountabilities:** | | | |
| * Manage database and middleware server resources, including installation, system management, performance tuning and the backup of systems. * Take full responsibility for the quality and timeliness of their work within assigned budgets, and ensure that the required standards are observed and procedures are carried out correctly. * Carry out defined tasks associated with the planning, installation, upgrade, operation, control, documentation and maintenance of databases and middleware. * Contribute to the design, capacity planning and strategic growth planning of all centralised databases and middleware. * Provide technical expertise and assistance to other IT professionals, both within Simplyhealth and to 3rd party contractors in the area of database management and middleware server systems. * Monitor the latest developments in the area of expertise to provide longer-term technical planning. * Review all areas of data management to maintain and improve efficiency. May be required to develop standard procedures for use by all database administrators. * Initiate regular exercises to optimise database and middleware performance. * Ensure that recovery plans are tested regularly and perform recovery procedures when necessary. * Develop specifications based on requirements and plans for installation and commissioning of hardware and software. * Implement new application software releases and patches in collaboration with the Application Support and Development teams. * Lead the investigation of complex problems to diagnose underlying causes. Implement known on-site solutions and workarounds and assist users to recover and continue operation. * Assist users experiencing difficulties in using databases and middleware systems, products or services, including managing incidents referred by less experienced staff. * Strive to enhance the service offered by Technical Services through the Continuous Improvement Process. * Ensure that work is done in a safe manner by remaining up to date and complying with the Health & Safety policy statement and procedures and report any incidents to their line manager | | | |

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| **Key Connections:** |
| * Operation Data Systems Lead * Data Architect * Head of Data & AI Engineering * Data Delivery & BI Manager * Data Delivery & Governance Manager * Software Engineering Teams * Data Engineering Teams * Programme & Project Managers * Product Managers * DevSecOps Teams * 3rd party contractors |
| **Key Experience:** |
| **Essential**   * Experience of supporting production and development environments (SQL Server, PostgreSQL). * Experience of supporting development teams in designing and implementing database (related) software. * Experience of design and governance of database software frameworks. * Experience of database monitoring and optimisation * Strong Experience with deployment processes and the automation of these (Powershell/Jenkins). * Experience of working with all the components of I.T. infrastructure (hardware, databases, virtualization, operating systems, local area networks etc.).   Technical  **Professional knowledge** – The job requires professional knowledge gained through substantial applicable work experience, to supplement formal knowledge, in order to apply principles and concepts of own discipline in resolving issues as they arrive. Their level of proficiency enables them to: (1) Apply and consolidate specialist skills and knowledge and ensure essential procedures are followed; (2) Help to define the standards and specifications around which others will operate.  **Business expertise** – The job requires a comprehensive understanding of how areas collectively integrate within the organisation sub-function to contribute to achieving the goals of the business. The job also requires a basic understanding of the industry sector in which it is operating. Performance is subject to the understanding of how areas coordinate and contribute to the objectives of the organisation sub-function. Basic commercial awareness relates to the need to be aware of the competition but with only a superficial understanding of how each competitor differentiates themselves and with only a limited understanding of latest developments or changes of market conditions in the industry sector.  **Problem solving** – The job requires good analytical skills as well as evaluative judgement based on the analysis of factual and  qualitative information in complicated or novel situations. "Multiple sources of information" refers to a diverse range of internal and external sources such as procedures and practises (in other areas, teams, companies, etc). The complexity implied at this level of problem solving relates to the ability to filter, prioritise, analyse and validate potentially complex and dynamic material.  Behavioural  **Anticipate and Accelerate** – explaining clearly, analysing problems, seeing opportunities:   * + Spotting opportunities and escalating issues to improve own performance and processes and costs at team level.   + Follow well defined priorities and prioritising within a given framework and managing a small degree of ambiguity.   + Clear understanding how your role fits into the bigger picture. Showing curiosity to understand the bigger picture.   **Drive** – self-belief, using initiative, aspiring to succeed:   * + Confident in skills and ability at level, operating mostly within familiar areas and boundaries of role, regularly steps out of personal comfort zone.   + Ownership for achieving and improving personal performance, acting on opportunities in role and seeking new opportunities to develop.   + A focus on achieving personal goals/daily targets and having a personal impact on the goals set for the wider team.   **Partner and Trust** – inspiring and engaging others, understanding others, understanding myself   * + Open to personal feedback and works on leveraging strengths in the development areas.   + Builds positive relationships with team members and stakeholders, aware of different perspectives and styles.   + Credibility based on a good track record. Confidence to speak up in meetings and state your opinions |
| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come.  **We’re living in extraordinary times…**    By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.  **This is our time to survive, drive and thrive…**  This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time.  To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up.  **Our cultural movement...**  To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
| |  |  |  | | --- | --- | --- | | Courage and Curiosity | Trust and Kindness | All Together Healthier | | ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** | | * We make bold decisions and take considered risks, with customer and commerciality front of mind. * We make things happen and keep things simple. * We always take the initiative and hold ourselves accountable for the delivery of great results. * We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think. | * We invest in relationships to build trust and rapport. * We listen carefully always trying to find ways to add value. * We treat each other with care, compassion and kindness, celebrating and embracing differences. * We strive to make a difference in society, unlocking opportunities for those in need. | * We help every generation take control of their health. * We start with self-care so we can show up at our best, every day. * We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value. * We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives. | |
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| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.** * Some UK travel & overnight stays. * Reasonable role and task flexibility expected given the seniority of the role. * May be required to lead other business activities or projects in other parts of the Simplyhealth Group. |