

# Job Description

## Position Details

<b>Job Title</b>	ITS DBA & Systems Analyst
<b>Grade</b>	H
<b>Department</b>	Information Technology Services
<b>Line Manager Job Title</b>	ITS Infrastructure Manager

## Job Purpose

To manage, support and continuously improve the strategic databases and underlying infrastructure for the University's student record system (SITS) and other strategic corporate systems that fall under the Information Technology Services Department. To work with colleagues across the Department most notably the Management Information System(MIS) team in ensuring secure, highly available and fast Corporate databases, maintaining and tuning them as required. To progress projects that work to improve database performance and provision and allow for the expansion of the systems in line with University's strategy and agreed service levels. To assist in the implementation of new systems and provision of their maintenance and administration.

This role would benefit from knowledge and experience of the Higher Education sector.

## Main Responsibilities

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1.	To ensure the good maintenance of SITS and other Corporate databases; providing patches, upgrades and configurations as needed to ensure their integrity is maintained and they are secure, highly available and fit for purpose
2.	To actively monitor and manage priority database systems, taking responsibility for the effective running of databases, ensuring that their performance has appropriate availability & response times and providing capacity to deal with the demands as needed at different times of the year and as demanded by corporate growth
3.	To ensure that back-ups are taken and verified as valid, working with colleagues across ITS as needed to this end and that there are robust and effective restore procedures in place
4.	Gather and interpret relevant data and information. Clean and prepare data required for all external reporting requirements using existing auditing reports and tools.
5.	Provide interaction with development and end-user personnel to determine data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases and reports
4.	To advise development staff in appropriate techniques for their systems to ensure performance and availability needs can be met; to similarly advise staff implementing new systems with a database component or interface
5.	To create and support interfaces amongst ITS systems and with other corporate systems

	<b>Main Responsibilities</b>
6.	To provide and maintain appropriate documentation for database systems, including details of underlying infrastructure & configuration settings to ensure they can be effectively supported. To provide knowledge share with colleagues and collaborate with external experts on databases & related systems
7.	To manage MSSQL Databases, MI reporting using SSRS and creating policies and procedures to support the database environment.
8.	To ensure that standards and procedures for the effective support / maintenance / monitoring of database systems are developed, maintained & adhered to in line with the corporate standards
9.	To assist in maintaining existing databases and corporate systems and the development of any new software systems as required to achieve corporate strategy and business efficiencies
10.	Write and understand Microsoft Transact SQL. Write TSQL statements, stored procedures and views using industry best practices for security and efficiency. Create, test and execute SQL language code
11.	To support, as required in the event of a major incident, the restoration of essential systems (e.g. in the server rooms) using agreed procedures
12.	Actively seek to implement the University's Health and safety policy, and give due regard to the health and safety of themselves and others when carrying out duties.
13.	Actively seek to implement the University's Equal Opportunities Policy and promote equality of opportunity in relation to the duties of the post.
14.	To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

# Person Specification

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## Person Requirements

Job Requirements	Assessment Criteria			
	(E)ssential (D)esirable	(A)pplication	(I)nterview	(T)est or (P)resentation
<b>QUALIFICATIONS &amp; TRAINING</b>				
A degree or an equivalent recognised qualification in Computer Studies, Electronics, Information Technology or related subject or extensive experience at EQL Level 6/7	E	A		
Specialist knowledge of MSSQL Server including infrastructure, backup/restore, availability management, performance tuning & query optimisation and capacity planning.	E	A		
<b>EXPERIENCE</b>				
Experience of implementing and support of diverse systems from a technical perspective	E	A	I	
Experience of working in a multi-discipline team to deliver complete service and support to a range of business areas	E	A	I	
Experience of creating, implementing and undertaking technical administrative procedures to ensure a robust service to end users	E	A	I	
Experience of implementing software upgrades and new software using a formal project management methodology	D	A	I	
Understanding of good practice in liaising with and managing 3rd party suppliers or contractors; demonstrable ability to manage complex pieces of work in an	D	A	I	

effective way with oversight but limited intervention				
Experience of providing support using pre-defined procedures including documentation of issues and prioritisation of workload	E	A	I	
<b>KNOWLEDGE, SKILLS &amp; COMPETENCIES</b>				
Strong SQL Server Skills (SQL server 2008/2012, T-SQL) and development skills in T-SQL  <ul style="list-style-type: none"> <li>•SQL Server 2008r2 or above</li> <li>•SSRS SQL 2008r2 or above</li> <li>•SSIS SQL 2008r2 or above</li> </ul>	E	A	I	T
SQL server administration knowledge	E	A	I	T
Knowledge of relational database principles, indexing, SQL Plan, Database optimisation etc.	E	A	I	
Ability to investigate new systems, understand their technical requirements and provide recommendations in their management	E	A	I	
An understanding of Higher Education and the role and purpose of ITS and the student records system within Higher Education	D	A	I	
Effective communication skills (verbal and written) with all levels of staff	E	A	I	
A rational and organised approach to tasks undertaken and an awareness of the need to achieve quality	E	A	I	
An understanding of ITIL service management standards and procedures and the ability to apply them as they are implemented at Regent's University London	E	A	I	
Influencing skills and the ability to use them within the immediate team and across the University at all levels	D	A	I	
Excellent organisational, time management and prioritisation skills	D	A	I	
Ability to understand and interpret business problems and opportunities in terms of the infrastructure and software	E	A	I	
<b>GENERAL ATTRIBUTES &amp; PERSONAL QUALITIES</b>				
The ability to prioritise according to business requirements and react swiftly and decisively when dealing with problems and issues.	E	A	I	

Self-motivated with an ability to communicate effectively with staff and users at all levels within the organization.	E	A	I	
Committed to the customer service culture in an academic environment.	E	A	I	
Enthusiasm to keep abreast of current developments associated with current and potential areas of responsibilities through attending training courses, conferences and by reading appropriate published material.	E	A	I	
<b>OTHER / SPECIAL REQUIREMENTS</b>				