



## JOB DESCRIPTION

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| <b>Job Title:</b>   | Senior Systems and Database Administrator     |
| <b>Department / Unit:</b>   | IT Services                                   |
| <b>Job type</b>   | Full Time, Permanent                          |
| <b>Grade:</b>   | 8   |
| <b>Accountable to:</b>  | Head of IT Infrastructure Services            |
| <b>Accountable for:</b>   | MS-SQL and Microsoft Server IT Infrastructure |
| <b>Purpose of the Post</b>  |   |
| <p>The Senior Systems and Database Administrator (SSDA) will work with colleagues in the systems team to provide support for platforms and services that fall within their remit. They will be responsible for ensuring the availability, security and stability of services through monitoring, maintenance, automation, change management, participation in incident management and continued input to constructive thought around how best to improve our services.</p> <p>The University runs a large number of Microsoft SQL Server database based systems, including administrative systems (staff, student and finance), the content management system for the main website and timetabling and numerous other applications. This role will be responsible for the installations, proactive maintenance and availability of all the MS-SQL services at the College.</p> <p>The SSDA will participate in the decommission and occasional migration of Linux based DB services to the most appropriate platform as defined by business need.</p> <p>The SSDA will also assist in the field of Microsoft 365 and Windows administration, taking responsibility alongside the Systems Team, for the Windows estate ensuring uptime, performance, application support, configuration best practice. They will assist with the management of the College MS365 tenancies including provision of services.</p> <p>IT Services manage the University's information and technology environment. We develop and deliver services supporting the University's world-class learning, teaching, research and professional services. We have a diverse range of services that we are continually evolving to meet the changing demands of our students, staff, researchers and partners.</p> |   |

## Key Tasks

1. Work on designing, managing and developing resilient and reliable services used by large numbers of users
2. Use a wide-range of modern technologies to build, manage and maintain database systems
3. Work collaboratively on developments with other members of the IT Systems Team and Infrastructure Team, in particular supporting the systems development frameworks, processes and tools
4. Administer, support and upgrade key corporate applications through their lifecycle working closely together with user facing support teams.
5. Take time to learn new technologies from knowledgeable team members, and have chance to try out and evaluate new things as they are released
6. Bring your own experience and expertise to change and improve the work of the department
7. Understand some of the wider aspects of how the department and University work, often working with colleagues from across the organization
8. Systems monitoring, software updates and task automation where necessary including server setup, systems management and automation of processes using appropriate tools
9. Optimise performance from application through to the underlying database
10. Identify necessary server and storage configurations and liaise with colleagues in Information Services to ensure these are implemented
11. Advise on the use of emerging technologies and trends to make best practical use of new technologies
12. Act as a technical point of contact in areas of expertise with other colleagues inside and outside the department
13. Excellent understanding of development best practice, particularly in relation to security
14. Keep up to date with new technologies and improve existing skills using all available resources
15. Any other duties, commensurate with the grade of the post

## Other Duties

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work occasional unsociable hours and be available to support incident response.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

## Internal and external relationships

The post holder will be required to work closely with all colleagues within IT services and with external partners as required.