

Job Description

Department:	ITDS
Division/Section:	Corporate Services
Job Title:	Senior Database Analyst
Post No:	TBC
Grade:	11
Reports to:	Data Team Leader
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Head of Data, Data & Systems] --> B[Data Team Leader] B --> C[Senior Database Analyst] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0

Size of budget: (Per annum)	- state whether <i>accountable</i> for (i.e., budget holder) or <i>accounting</i> for (e.g. monitoring) N/A
Job Purpose:	Reporting to the Data Team Leader, the Senior Database Analyst role is to support and manage the configuration, capacity, security and availability of the database environments supported by ITDS across Peterborough City council. Ensuring that they operate reliably, securely, efficiently and meet the requirements of the business needs.

Main Duties and Responsibilities:

<ul style="list-style-type: none"> Specify, plan and implement deployments and amendments to ensure that the ITDS supported database environments continue to meet changing business and legislative requirements. Monitor the production usage of the ITDS supported database environments, recommending enhancements to ensure effective and efficient use of computer resources. Manage and control the test and production Oracle and MS SQL Server environments, including where applicable, user administration, library management, data-dictionary, program migrations and security profiles, to ensure a responsive but secure service is maintained. Investigate, diagnose and resolve complex technical problems, working with users and third-party suppliers as appropriate to ensure that agreed levels of service, quality and security are maintained at all times. Implement and monitor quality assurance procedures and standards for database environments and other technical aspects of database administration to ensure the quality and reliability of the delivered product. Manage small projects, and work packages within larger projects, to ensure successful delivery to the agreed scope, timescale and budget. Provide advice, consultancy and support to members of ITDS, retained organisations and 3rd parties on technical aspects of Oracle and MS SQL Server to ensure that the best design decisions are made. Aggregate and clean data for key or specialised analytics projects. This involves gathering relevant data from various sources and ensuring its quality and consistency Identify data trends and insights to solve significant, immediate business problems. This requires a deep understanding of the data and the ability to extract meaningful patterns. Write programs to capture and organize relevant data. Proficiency in languages like Python, R, and SQL is essential for this task. Play a key role in setting new procedures that improve business performance. You'll guide data analytics teams toward best practices. Manage small projects and work packages within larger projects is part of your role. Ensuring successful delivery within agreed scope, timescale, and budget is essential. Implement and monitor quality assurance procedures and standards for database environments ensures the quality and reliability of delivered products Responsible for providing 2nd & 3rd tier support & specific expertise across multiple applications across the council. Responsible for ensuring all Incidents are investigated and key users are kept up to date on progress. Ensure applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed.
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	Date Issued: February 2017	Last updated: June 2023
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- Be a point of escalation and provide support and guidance for Application Service Analysts.
- To analyse users' stated requirements, evaluate alternatives and recommend a course of action.
- Provide advice to clients to enable them to make best use of the CCC & PCC hardware and software they have or that could be provided from within the support products portfolio
- Plan, schedule and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within SLA agreed levels to meet performance indicators
- Be a point of escalation within team for complex issues supporting junior members of the team
- Investigate and resolve complex technical problems in specialist area(s), working with users, other staff, and suppliers, as appropriate, to ensure that the agreed levels of services, quality and security are maintained
- Provide support and advice to carry out user administration, system administration and system configuration tasks as agreed with the relevant application owners. Manage and co-ordinate interfaces between applications, and the associated processes, as agreed.
- Provide guidance to less experienced colleagues to ensure that the overall technical quality of their work meets accepted standards.
- To be responsible for the support of critical business systems, to prioritise workloads and effectively manage issues to ensure optimal service.
- Provide support and advice to help inform Analysis, Design, Development, maintenance and strategy within Application Services.
- Ensure that all software systems, procedures and processes are effectively documented to agreed standards and kept up to date. This includes the production of technical and release management documentation.
- Create high quality training documentation / materials, conducting training sessions to develop the skills of team members and instruct users in the use of systems and where applicable to include within the ITSM knowledge hub.
- Provide 3rd Level specialist support for ITDS teams as required. Provide specialist support during the implementation of projects and during handover to operational support teams
- Contribute to the development and management of the team to continually improve the levels of service, quality and performance of the service.
- Provide support for Business Continuity activities
- Adhere to all agreed technical standards and procedures throughout the team such that the technical integrity of the IT environment is maintained effectively and to agreed standards.
- Provide 3rd line support including root cause analysis of problems including escalation to 3rd party suppliers and deployment of changes where necessary. Ensure system documentation are updated and procedures for problem & change management are followed at all times.
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- Carry out non-guaranteed overtime and standby in line with operational service needs, this may include
 - Participation in monthly infrastructure maintenance upgrades or updates or patching
 - project work.
 - Participation in a rota for out-of-hours support

Generic Responsibilities:	Procedures and Customer Care Policy. To comply with all Health & Safety at work requirements as laid down by the employer. The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments
Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: March 24

COMPLETED BY: Julian Patmore

	Date Issued: February 2017	Last updated: June 2023
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