

Person Specification

Job title:	Senior Database Analyst	Directorate:	Corporate Services
Grade:	TBC	Service / Team:	ITDS
Date:		Completed by:	Julian Patmore

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>An understanding of what is involved working in an IT support environment.</p> <p>In depth knowledge of one or more of the following technical areas: Microsoft SQL Server Oracle RDBMS SQL, T-SQL and PL/SQL Microsoft SQL Server Analysis Services PowerBI SQL Reporting Services. Understanding of policies concerning data security, data protection, and confidentiality.</p>	<p>Understanding of ITIL service management. an understanding of one or more of the following line of business applications: Capita ONE Servelec Mosaic Liquidlogic Children's System Information @ Work EDRM</p>
SKILLS & ABILITIES	<p>Excellent interpersonal skills and a friendly and confident manner. Ability to communicate clearly and effectively, both verbally and in writing.</p> <p>Excellent customer care skills with substantial experience of client/user contact in a variety of situations.</p> <p>Ability to work with, and support other staff.</p> <p>Ability to take responsibility in a support situation.</p> <p>Ability to handle pressure, prioritise conflicting demands and meet deadlines</p> <p>Self-reliant and able to use initiative</p> <p>Flexible attitude and approach to work</p> <p>Ability and motivation to gain useful experience in new technical areas.</p> <p>Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available.</p>	

EXPERIENCE	<p>Experience of working on enterprise line of business databases associated with 3rd party systems</p> <p>Experience of working in an IT support environment.</p> <p>Experience of project management on small to medium scale projects.</p> <p>Experience of service level management.</p>	
QUALIFICATIONS	<p>Bachelor's degree in a numerate or IT subject or equivalent professional qualification.</p> <p>Formal training in Oracle & SQL Server Database management.</p>	
PERSONAL CIRCUMSTANCES		
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*