



Role Title	Engineer – Application Operations Security Database Administration		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions 	<ul style="list-style-type: none"> Working Together 	<ul style="list-style-type: none"> Delivering at Pace
Purpose	Maintain software performance levels and the security of applications to meet user requirements.		

Key Accountabilities		
<ul style="list-style-type: none"> Contribute to the planning and implementation of maintenance, assessment, installation and testing of software and operating systems; Carry out database server configuration, performance monitoring, optimisation, routine maintenance and administration tasks; Identify operational problems and contribute to their resolution; provide reports and proposals for improvement, to specialists, users and managers; Investigate faults in systems, processes and services, and advise on the implementation of appropriate solutions and preventative measures, escalating as necessary; 	<ul style="list-style-type: none"> Take ownership of escalated incidents, alerts or service requests and carry out technical investigation, diagnosis and resolution or corrective actions, escalating as necessary; Provide expert support to the resolution of software and operating system issues; Develop and document change requests to improve or reduce risk to security performance and availability; analyse and assess impact of change requests; Document asset information, maintain a Definitive Software Library, ensure all software is suitable and cost effectively licensed, maintain the technical integrity of the reference system; 	<ul style="list-style-type: none"> Coach associates and share knowledge with team colleagues; Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

Authority and Scope
<ul style="list-style-type: none"> Prioritise tasks based on business needs and dependencies; Apply agreed methodologies, standards and processes to make and validate decisions; Prepare high and low-level technical and operational process documentation; Systems access and the nature of the work in this role require onsite working, with limited opportunity to work from home. Please speak to the hiring manager for more information.

Internal and External Communications
<ul style="list-style-type: none"> Engage with users or stakeholders to gather evidence relating to incidents or problems and keep them informed of progress; Share information with colleagues in own and other IT teams to resolve problems and incidents and to install new products; Day to day contact with suppliers to coordinate tasks; Manage relationships with internal overseas support solution providers, external teams and suppliers; Work with RTSS and technical staff overseas to investigate then propose resolution to problems



Skills
DDaT Role: Engineer – Application Operations
<ul style="list-style-type: none"> Ownership and Initiative Service / User Focus Availability and Capacity Management Asset and Configuration Management Technical Specialism /Technical Understanding (Coding & Scripting) Incident / Problem management Change Management / Continual Service Improvement Testing

Qualifications, Knowledge and Experience
Essential
<ul style="list-style-type: none"> Agile & ITIL Foundation level / relevant experience; Existing database administration skills and experience or a willingness to gain these skills to a professional level; Windows Server system administration; Awareness of relevant technologies such as encryption, public key infrastructure, anti-malware, event logging and firewalls; Level 3 qualification (or equivalent) in appropriate discipline; Experience in a high-pressured, fast-paced team

Desirable
<ul style="list-style-type: none"> Microsoft role-based certification – Expert; Experience of working with relevant technologies and/or systems; Working knowledge of relevant components, devices, processes and protocols; Strong numerical and analytical skills; Experience of the FCDO overseas technical security estate; Knowledge of IT defensive methodology