Application Support DBA

Job Description

Overall Purpose Of the Job
– The overall purpose of the role involves the following functions
– Investigate and provide resolutions to bugs/data related incidents
– Analyse, recommend and implement performance improvements to our databases
– Managing access to databases
– Monitor scheduled jobs and alert on any failures
– Onboarding of new client data
– Understand and interpret customer requirements and create repeatable SQL scripts to update and manage their data

About Benchmark Capital
Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 1600 advisers with £18 billion of assets under advice[1]

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

[1]As at 31.09.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different. We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do
- Work very closely with our Implementation team to onboard new clients to our systems using a variety of different data sources
- Create a robust and repeatable selection of script templates to bulk amendments to client data ensuring data integrity
- When required, you will need to assist the Application Support team with the investigation and resolution of any bug/data related incidents
- Ensure that any incident investigations you are involved in adheres to our Incident Management policy.
- Conduct regular analysis of performance of our databases ensuring any changes adhere to our Change Practice policy and SDLC processes
- Ensure all requests for database access adhere to our Access Management and GDPR policies
- Provide reporting and alerting for any failed scheduled SQL agent jobs and ensuring they are resolved in a timely manner
- General database maintenance

The Knowledge, Experience and Qualifications You Need
- An in-depth knowledge of database queries, RDBMS, and T-SQL
- A thorough understanding of data modelling, database design and theory
- A general understanding of Windows operating systems
- A general understanding of different storage technologies (NoSQL, CosmosDB, Table Storage etc)
- A general understanding of routine maintenance, recovery and failover
- A general understanding of database security
- Ability to troubleshooting common problems
- Performance tuning of slow running queries
- 4+ years' experience in DBA (or similar) role
- Experience of working within, or alongside a support team
- Experience working with a Managed SQL service in Azure

Desirable Skills/Experience

- A Microsoft Database qualification (MTA, MCSE, MCSA)
- Experience working within the Financial Services industry
- Experience with ITIL management practices such as Request and Incident management
- Experience working with different data languages and structures (XML, JSON etc)
- Experience of capacity planning
- Experience of installation, configuration, design and migration of databases

– Experience of SQL Extended Events

What You'll Be Like
  – Meticulous attention to detail
  – A pragmatic and logical approach
  – Ability to prioritise tasks and complete work to deadlines
  – Problem solving skills
  – Good organisational skills
  – Patience

We're Looking for The Best, Whoever They Are
Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.