

WINEWORKS GROUP

POSITION DESCRIPTION FOR SQL Database Administrator (Data Analyst / Report Writer)

Location:	Marlborough	
Department:	Plant Support	
Reports to:	IT Manager	
Date:	September 2021	
Working Relationships	Internal:	IT team, Plant IT support
	External:	Service Providers
	Spending:	None without approval
	Direct Reports:	None
Authority:	Indirect Reports:	None

Our Culture

We aspire to a culture where the following values shape our behaviour

Our Clients pay the wages!

We are grateful for every client's business, so we work in partnership with them and share the benefits our scale can bring. We understand their dynamic business, so we do what we say we will, acting as solution finders and striving to make doing business with us easy for them. We consider the impact our decisions may have on them, by asking the question "what do you think the client would think about that?".

Lean works at WineWorks

We use lean to find better and safer ways to work - we will not learn safety by accident. We strive to identify new ways to remove waste for the benefit of the team, the clients and the business. We love innovation and respond to change positively - we seek out good ideas everywhere. We encourage initiative and learn from our mistakes.

One Team

We may play on many teams at work, but we believe that we all are stronger together. We appreciate each other and trust that others are trying to do their best. We deal with challenges and disagreements maturely and see this as an opportunity to improve. We enjoy working together to achieve success. We choose to bring a "can do" positive attitude.

Trusted Expertise

We invest time and resources in remaining at the top of our game. We collaborate and share our knowledge and information. We recognise the contribution of our suppliers. We use our established repeatable systems to get work done safely, on time and right first time - we are trusted for the quality we provide.

Role Purpose

This role is responsible for providing support to the IT Support Manager, assisting users to resolve any issues that arise, and monitoring SQL Server database environments by ensuring that they are recoverable, secure and performing optimally.

Key Tasks and Expectations

Key Task	Expectations
Infrastructure maintenance	<ul style="list-style-type: none"> • Server maintenance • Ensures the tracking of performance of relevant systems • Analyses relevant data to ensure maintenance and development is undertaken as required and identifies systems that require review and upgrade • Create, monitor, and improve SQL Server maintenance tasks and alerts as agreed upon • Create, maintain and improve reports within SSRS
Internal User Support	<ul style="list-style-type: none"> • Set up and maintains users • Install new software, updates or patches as required in a manner that reduces the impact of such updates on users • Assist in the identification, testing and implementation of new software
Utilises root cause analysis to fix issues comprehensively and in a timely fashion	<ul style="list-style-type: none"> • Responds to technology breakdowns and problems • Discusses issues with relevant team member to fully understand issues • Investigates, diagnoses and solves computer software faults • Agrees timescales to fix • Co-ordinates third party technical support where issue cannot be resolved in house • Review and troubleshoot job failures and other SQL related issues and identify possible resolutions • Monitor, troubleshoot and identify possible resolutions for new and re-occurring SQL related issues • Regularly discuss best practice recommendations with team members and third-party technical support • Action the agreed upon resolutions and/or best practice recommendations • Improve, monitor and respond to scheduled job success/failure alerting • Regularly review server configuration and provide best practice recommendations
IT Training	<ul style="list-style-type: none"> • Ensures that relevant, simple and accessible training materials, help guides and simple problem-solving processes etc. are developed and promoted to support users
Documentation and reporting	<ul style="list-style-type: none"> • Assist in the development of policies and installation practices • Maintain relevant documentation and data as required • Report on activity as required • Regularly review SQL Server performance and provide reports of findings
Project Management	<ul style="list-style-type: none"> • Acts as a project team member on required projects • Undertakes assigned tasks in a timely and complete manner
Health and Safety	<ul style="list-style-type: none"> • Ensures the occupational health, safety and welfare of all individuals working in their area of operation via: - the provision of a safe workplace; observing safety policy; identifying, assessing and controlling hazard in the workplace; implementing procedures that have been developed to ensure health and safety; and supporting employees returning to work on vocational rehabilitation return to work plans and or programmes. These responsibilities are best achieved through the facilitation of employee consultation and participation. • Promotes our safety culture and organisational values • PPE is worn as directed
Lean	<ul style="list-style-type: none"> • Champions the lean initiatives in the IT area • Drives the lean philosophy through actions • Extend to our clients, knowledge and skills around the lean philosophies and assist them where necessary in their implementation of lean • Role models good behaviours around lean
Personal development	<ul style="list-style-type: none"> • Remains contemporary in terms of technical and industry knowledge and capability through research, reading and relevant training and development opportunities • Proactively identify methods to utilise this information for the benefit of the business

	<ul style="list-style-type: none"> Gain a comprehensive understanding of WineWorks processes and how they relate to the SQL Server instances
Other duties - perform other duties as required	<ul style="list-style-type: none"> Flexible & willing to perform a variety of tasks Willingly takes on additional tasks/responsibilities to assist the team and the customer Limited travel out of region may be required Actively participates in matters/meetings affecting the business, their team or their department

Skills/Attributes required to perform position responsibilities & achieve results /outcomes:

- Comprehensive knowledge of SQL Database
- Can capably set up, configure, and troubleshoot SQL Server and other SQL Server components
- SSRS Writing Skills
- Working Knowledge of Data factory processes
- Customer orientation
- Exceptional communication and thorough documentation skills
- Self-sufficient with strong drive for results
- Good time management skills
- Demonstrates resilience

Qualifications:

- Relevant Certification and Qualification desirable but not mandatory

Experience:

- 2 years' minimum experience in a database administration environment