XYNOMIX

Job Description

Job Title: **Technical Consultant**

Department: **Technical**

Reports to: **Technical Manager**

Job Overview

The Technical Consultant is an experienced Database Administrator who works within the SQL team to assist clients with their database issues. The Consultant is responsible for day-to-day support, short-term consultancy, and longer-term, more involved projects. The Consultant collaborates with the Technical Team Leader and Technical Manager to respond to alerts, resolve issues, progress consultancy work and advance projects. The Consultant liaises with the Sales and Client Services teams and consults with clients directly to deliver technical excellence and client satisfaction.

Responsibilities & Duties

- Day-to-day support, troubleshooting and administration of client Microsoft SQL Server databases and IT infrastructure as part of a first and second line support structure

- Liaising with clients to assist in problem resolution

- Using the Xynomix call handling system to receive, investigate and document the resolution of support issues generated by clients and the Xynomix monitoring system

- Mentoring less experienced members of the team

- Provide technical assistance internally for fault resolution and consultancy requirements

- Creating technical documentation for internal and external use, including the qualification of client requirements

- Part of the on-call rota, providing 24x7 support to clients

- Maintain a quality service by establishing and enforcing organisational standards

Essential Skills

- Minimum of 5 years experience in administering Microsoft database technologies, from SQL Server 2016 upwards

- Excellent working knowledge of the following Microsoft SQL Server products:

  - Always On Availability Groups
  - Windows Failover Cluster
  - AlwaysOn Cluster
  - Database Mirroring
  - Replication
  - Log Shipping
  - Backup
  - Maintenance Plans
  - Performance Tuning

- Microsoft Azure Cloud experience

- Knowledge of Microsoft Windows and Linux

- Working knowledge of SQL Server BI Stack configuration

- Experience in working in an SLA support structure
- Familiar with ITIL practices and working with ticket-based incident tracking processes
- Excellent verbal and written communication skills on a technical and non-technical level

Desirable Skills

- Microsoft Certification (MCSE, AZ-900, DP-300)
- Experience in administering SQL Server 2008 - 2016