ROLE PROFILE

Job Title	Database Analyst
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP
Leader	Business Intelligence Technical Leader
People Leadership	No
Job Level	4B

Role Purpose

Proactively provide technical support, monitoring and enhancements to core business databases running key applications and reporting across the global GTS estate.

Accountabilities

- Provide primary support to WGS Business Intelligence and reporting platforms and associated data components in line with the GTS corporate plan
- Design and improve WGS Business Intelligence Service delivery; identifying growth patterns, trends in data, capacity planning, archiving to meet business objectives
- Control and deliver appropriate service maintenance to ensure optimum data and reporting performance
- Provide 2nd and 3rd level support to databases, with ownership and control of issues to resolution in a timely manner
- Incorporate robust periodic controls with associated alerts to maintain the integrity and availability of data and reporting to optimum levels
- Recommend future improvements in terms of architecture, hardware configuration and database design
- Proactively monitor activity, core data and batch processes to identify trends in business growth and behaviour with input towards the GTS technical roadmap and data retention policies
- Establish strong relationships to manage 3rd party support and flex partners; maximising service through hosting review meetings to ensure SLAs are met
- Establish key stakeholder engagement with internal GTS Operations and Application teams ensuring best practice across functions is maintained

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