Career Opportunity
MySQL Junior Database Administrator

Fortified Data is a rapidly growing global provider of database design, management, and support services. We are thought leaders within our industry with many years of experience in some of the largest and highest volume mission-critical systems. We pride ourselves on providing our clients with holistic business and technical roadmaps that enable them to meet and exceed their objectives. Our work environment is challenging, fun, and exciting. We are a destination employer where the majority of employees are referrals from existing staff.

Fortified Data is an equal-opportunity employer. Eligible candidates must provide evidence of legal working status for any employer in the U.S.

Job Summary

Fortified Data is currently seeking a Junior MySQL Database Administrator (DBA) who will be counted on as part of the technical service delivery team to successfully manage and support MySQL database systems for clients.

Duties & Essential Job Functions

- Resolve Client Technical Support Issues (Managed Service Desk)
- Manage priority of inbound support requests
- Respond to client issues within targeted response times specified in SLA (service level agreement)
- Communicate ticket status with team members and clients
- Document in detail the resolution of each issue within our Ticket Management System
- Enter time spent with clients in real-time
- 24x7 On-call Availability (rotating schedule)
- Perform the installation of Database application software, patches, and services packs
- Proactive database monitoring and maintenance
- Perform backups and restores
- Support systems for high availability and disaster recovery (e.g. Availability Groups, replication, log shipping, mirroring, WSFC, and FCI)
- Update support documentation
- Learn from Sr. DBA's
- Participate in Internal Lunch Learns

Experience

Required Experience: Demonstrated experience in MySQL Database Administration or relevant classwork to include experience with:

- MySQL versions 5.7 and later
- Installation, Configuration, and Patching of MySQL Database Software
- Proficiency with MySQL Query Language (SQL)
- Basic knowledge of Linux and Windows Server Operating Systems
- Basic understanding of network configurations, subnets, and firewalls
- Working knowledge of how to troubleshoot MySQL query performance and provide remediation and/or recommendations
- Effective utilization of MySQL monitoring tools
- Basic knowledge of MySQL database internals including histograms, page splitting, integrity checks, index usage and tuning, and wait statistics
- Basic knowledge of MySQL security models
- Basic knowledge with Performance Schema and other MySQL monitoring tools for proactive tuning and optimization

Preferred Experience: Preference will be given to candidates with experience in:

- Basic knowledge of how to write Scripts in Bash or Shell
- Prior experience with a Managed Services Provider
- Basic knowledge with data extraction and manipulation, ETL techniques using MySQL Integration Services (MIS)
- Basic knowledge of cloud-based technologies such as AWS and Google Cloud Platform
- Basic knowledge with MySQL Workbench, Zabbix, and Performance Schema
- Basic knowledge of other platforms including PostgreSQL, Oracle and MS SQL

Required Attributes

- **Customer Service**: Listens and responds effectively to customer questions; resolves customer problems to the customer's satisfaction. Respects all internal and external customers and uses a team approach when dealing with customers to exceeding customer expectations.

- **Ability to Multi-Task**: Proven ability to manage multiple issues and/or projects successfully bringing them all to resolution in a timely manner.

- **Problem Solving:** Anticipates problems, recognizes and accurately evaluates the signs of a problem and analyzes current procedures for possible improvements.

- **Detail Oriented**: Thoroughness in accomplishing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organizes time and resources efficiently.

- **Automation / Tools**: Proficient in use of all Microsoft Office software applications including Outlook, Word, PowerPoint, and Excel. Willingness and ability to learn and implement new software applications and technologies.

Work Environment

- We are a 100% remote company
- Occasional travel possible