

## Career Opportunity

### Junior Microsoft SQL Server 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 company in the U.S.

#### Job Summary

Fortified Data is currently seeking a Jr. SQL Server DBA (Database Administrator) who will be counted on as part of the technical service delivery team to successfully manage and support Microsoft SQL database systems for clients. **This role will work either 3pm EST to midnight or midnight to 9am EST.**

#### 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)
- Migrate data between various RDBMS (i.e. Oracle & SQL Server)
- Update support documentation
- Learn from Sr. DBA's
- Participate in Internal Lunch Learns

#### Education & Experience

- **Education:** Preference given to candidates with a Bachelor of Science degree in Computer Science or Similar Technical Degree
- **Required Experience:** Demonstrated experience in Microsoft Database Administration or relevant classwork to include experience with:
  - Microsoft SQL versions 2012, 2014, 2016, 2017, and 2019

- Installation, Configuration, and Patching of Database Software
- Proficiency with T-SQL
- Effectively use monitoring tools
- Working knowledge of RDBMS security models
- **Preferred Experience:** Preference will be given to candidates with experience in:
  - Prior experience with a Managed Services Provider
  - Working knowledge of cloud-based technologies such as AZURE and AWS
  - SentryOne, Nagios and Performance Monitor
  - Technical skills with other RDBMS platforms including Oracle, MYSQL, PostgreSQL and MONGO

### 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 Multitask:** 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 problems 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

- Most work will be performed remotely
- Up to 10% travel possible