

Technology Services Engineer – Data Management and Storage

Job Level	Level 4	Job Reference No:	
		Role review date:	
Directorate	DDaT Technology	Function	Platforms
Service	Technology Services	Reports to:	Engineering Manager – Data Management and Storage

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility / accountability	N/A	Accountable for other resources	N/A

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive, and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The role is part of a team responsible for the design, development, and implementation of databases and other data storage technologies, ensuring we continue to deliver high-quality services that meet current and future requirements for reliability, security, availability, capacity, and performance.

Key responsibilities

Delivery and Operation

- Build and configure databases and storage technologies using agreed standards with approved methods and tooling, supporting our partner organisations doing the same where development activities are outsourced.
- Apply frameworks and patterns to support and maintain on-premises and cloud databases and data storage technologies, ensuring they are well-managed, monitored, up-to-date, secure, performant, and available, and are supported by operational runbooks.
- Capture and analyse business-needs, ensuring they are well-understood and our services have meaningful impact.
- Create test prototypes to prove the concept, using feedback to improve design decisions and iterate solutions.
- Design databases and data storage solutions to have embedded security controls that are specifically engineered as mitigation against security threats, providing privacy and security by default and design, as a core part of the solution.
- Translate service requests and logical designs into physical designs using well-understood technology with appropriate patterns by managed levels of risk, manageable business, and technical complexity, and meaningful impact.
- Contribute to communities of practice, ensure we share and adopt best practice across the engineering and development teams, including streamlining our delivery processes.
- Responsible for the management of source code, configurations, and templates, ensuring appropriate version and access controls are in place and the integrity can be verified.

Problem and Incident Management

- Manage documentation, knowledge repositories, and runbooks for service continuity, including managing the processes and testing the runbooks to ensure that service availability is maintained.
- Troubleshoot during incidents, diagnosing and prioritising issues, then proposing and implementing remedies and preventative measures to ensure that the issues are resolved appropriately as well as introducing automated controls and patterns to identify and prevent further reoccurrence.

Configuration and Change Management

- Ensure alignment to ITIL Service Management framework and that changes are implemented based on Requests for Change (RFC), adhering to the British Red Cross change management policy and process, obtaining a level of assurance commensurate to the potential impact of changes with appropriate contingency in the event that the changes are unsuccessful.
- Ensure that back-ups and source code management processes allow the rollback and restoration of services to their previous state should the change need to be reverted.

Continual Service Improvement

- Define and track measurable goals and their outcome throughout the lifecycle using goal-setting frameworks, such as Objectives and Key Results (OKRs) and Key Performance Indicators (KPIs).
- Identify deficiencies and risks related to our development, delivery, and support processes and take ownership for their resolution.
- Support the adoption of modern standards and practices, such as automation, Continuity Integration / Continuous Delivery (CI/CD), and blameless post-mortems.

Team Member

- Works effectively as required within a variety of team topologies and models, including collaborating with individuals, teams, and functions from across the BRC, service providers, and third parties.
- Actively participates in all team meetings.
- Supports other team members.
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• None
Scotland
<ul style="list-style-type: none">• None
Northern Ireland
<ul style="list-style-type: none">• None

Drivers Check - Required – No

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
<ul style="list-style-type: none"> Strong Microsoft database skills, including performance tuning, and normalisation principles within both on-premise and using cloud-based database services and platforms. 	S	I	A
<ul style="list-style-type: none"> Strong proficiency in the SQL and T-SQL programming languages. 		I	A
<ul style="list-style-type: none"> Good PowerShell scripting skills for monitoring and tasks automation with a strong understanding of Azure Monitor and Azure Automate. 		I	A
<ul style="list-style-type: none"> Good knowledge of the resilience strategies, including backups and restoration approaches, able to review existing databases and processes, and align to best practice. 	S	I	A
<ul style="list-style-type: none"> Good knowledge of Azure data management and storage technologies, such as Azure Data Factory, Azure Data Lake Storage, and Azure Cosmos DB. 	S	I	A
<ul style="list-style-type: none"> Experience developing and supporting data management processes, such as SQL Server Integration Services (SSIS), Power BI Enterprise, SQL Server Analysis Services (SSAS), and ETL (Extract, Transform & Load). 	S	I	A
<ul style="list-style-type: none"> Proficient using SQL and T-SQL programming languages. 	S	I	A
<ul style="list-style-type: none"> Good PowerShell scripting skills for monitoring and tasks automation with a strong understanding of Azure Monitor and Azure Automate. 	S	I	
<ul style="list-style-type: none"> Good awareness of Azure Services such as App Service, API Management, Event Hub, Service Bus, Azure Spring Cloud, Key Vault, and Azure Monitor. 		I	
<ul style="list-style-type: none"> Good analytical skills, collating, interpreting, and presenting quantitative and qualitative data to identify potential areas of improvement. 		I	A
Desirable			
<ul style="list-style-type: none"> One or more relevant Microsoft certification, such as MCSE SQL Server or Azure Database Administrator. 	S	I	

Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> • Solid experience being part of a team or individually, supporting a portfolio of databases and data storage services within a modern enterprise organisation. • Developing and apply data retention schedules in line with business-needs and principles of UK Data Protection Act. • Testing resilience strategies (back-up and recovery) for critical business-facing services, ensuring that the services are restored in the event of an incident within desired objectives, including data loss and time to restore. • Working effectively alongside development teams as required within a variety of team topologies and models, including collaborating with individuals, teams, and functions from across the organisation, service providers, and third parties. • Identifying security and access requirements, hardening databases in line with industry recognised benchmarks, configuring user access and permissions, managing encryption and decryption keys, and ensuring data is protected from unauthorised access. • Actively contributing to discussions about high-risk and complexity requirements and activities. <p>Desirable</p> <ul style="list-style-type: none"> • Developing and supporting Agresso finance management services, including SQL Server Analysis Services (SSAS) functionality for the Agresso Cube and related functionality. • Working within an environment of continuous integration, delivery, and deployment using services such as Azure DevOps. • Experience using infrastructure as a code tools and working within a culture of automation including creating and scaling virtual machines. 	S	I	
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> • Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. 		I	
Values in Action			
Dynamic - We move forward as one team.			

<ul style="list-style-type: none"> • Every day, we're adapting, innovating, and learning. • When the unexpected happens, we are calm, quick, and efficient. • We respond smartly, using clear processes and systems. 				
<p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> • People come first, no matter who or where they are. • We have genuine, open-minded conversations. 				
<p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> • We treat each other with dignity and respect. • Every person's uniqueness is valued, supported, and celebrated. • Our individual backgrounds and experiences make our organisation stronger. 				
<p>Courageous - We are bold.</p> <ul style="list-style-type: none"> • We show our strength by doing the right thing. • We aren't scared to test our creative ideas. • As humanitarians, we go the extra mile to help people in crisis 				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.