Driver & Vehicle Standards Agency

Database and Platform Engineer	
Grade	HEO
Location	UK. DVSA have many locations across the UK
Reporting to	Senior Database and Platform Engineer
Directorate	Strategy & Policy, Digital and Technology

Role Purpose

Working as a member of the Core Infrastructure team, specialising in Database services. You will work with the Senior Database and platform Engineer looking at performance tunning, high availability, backup and DR of the Agencies Database environments. The role will sit within the platform team so current knowledge of core platform services such as public cloud would be benificial as the role may require assisting the Platform team.

You will be expected to cover operations support on a rota basis. This will include technologies across the wider Infrastructure team and will require an understanding of Networking and EUC technologies.

DVSA has a large number of sites and there will be the need to travel to various locations to install, troubleshoot, replace equipment and to perform upgrades as and when required.

Occasional out of hours work will be necessary, so the role will require some flexibility.

Main Duties	Activities may include
	Infrastructure Operations 75%
	Working as part of the core infrastructure team to build, configure, administer and support the Agency's Core Infrastructure with a focus on the Database and Platform Services. Ensuring adherence to SLA's and appropriate legislation in-line with the Agency's Service Mangement Framework.
	Assisting with operations and maintenance of core infrastructure services through:
	• asset and configuration management • identifying problems through analysis and proactively supporting resolution including documenting causes and remedies • developing, documenting, and sharing knowledge about the different elements of the infrastructure • strong management of changes required for maintenance or vulnerability prevention

- Proactive monitoring to identify issues or opportunities in core infrastructure services.
- Work with the Senior Database and Platform Engineer to design, plan, implement, and release necessary changes according to the needs of the business.
- A good knowledge of Change Management. Understanding and applying policies and processes around IT change. Carrying out Impact Assessments and understand how the business would be effected by the change.
- Documenting IT change in alignement with the Agency's change policies.
- Provide support to end users and IT teams to ensure appropriate use of the core infrastructure
- Participate in incident management. Prioritise incidents to help deliver within SLAs. Carry out strong diagnosis to discover root cause and resolutions.
- Work as part of the wider Infrastructure team to support infrastructure operations ona rota basis
- Assist with testing DR plans and advice if any changes are required to documentation or processes. Assist or lead the execution using tools and techniques adopted by the DVSA. Identify and share issues and risks obtained from test results to Senior Engineers.
- Supporting programmes and projects providing support, guidance and/or delivery when core infrastructure services are impacted or consume

Future Planning and Innovation 20%

- Play a key role in the delivery of new and updated core infrastructure services, according to business and user needs.
- Assist with Identifying and implementing functional, performance and quality improvements to the core infrastructure estate
- Keep upto date with the evolving IT market through attendance in external steering groups and supplier events.
- Engage with Architecture and Security colleagues whenever changes are being made to the core infrastructure estate
- Drive automation throughout the core infrastructure estate, adopting modern approaches, such as, Infrastructure as Code, where relevant

Supplier Management 5%

• Ensure proactive monitoring of supplier managed infrastructure is in place and fit for purpose.
• Ensuring the balance between cost, performance and resilience is correctly managed and appropriately applied.

Internal:

Build solid relationships with IT teams to make sure a quality service is delivered that delivers to OLA's and SLA's with the business and has robust and repeatable release processes

Build a strong relationship with the security function and support necessary testing acivities of core infrastructure services through being actively involved in planning and scoping of such tests

	Build solid relationships with procurement colleagues to make sure that contracts are awarded and governed in-line with public sector procurement guidelines
	Support any incident response and provide expertise to help inform decisions.
	External: Building strong relationships with key suppliers to ensure seamless delivery across internal and outsourced resources
	Participate in cross-government dicsussions groups, workshops, or networking circles.

Required Qualifications, Professional Memberships, Experience and Behaviours

Qualification/Professional Memberships	

Skills and Experience

Essential Required Skills
- SQL
- Database Reporting
- Database Backup and Recovery
- Database Maintenance

Knowledge of, or a keen interest to learn the following skills
- Scripting
- Azure SQL
- Azure infrastructure e.g. Virtual Machines, Security Groups, Azure Backup, Azure Monitoring
- Azure AD
- Active Directory (AD)
- Public Cloud infrastructure
- AD Certificate Services

Success Profiles – Behaviours

Seeing the Big Picture	**Changing and Improving**
Making Effective Decisions	**Managing a Quality Service**
Communicating and Influencing	**Working Together**

Please refer to the attached Civil Service Behaviours dictionary for further information.

Technical Framework

DDaT Technical Framework **Infrastructure Operations Engineer** **https://www.gov.uk/guidance/infrastructure-operations-engineer**	1. **Technical specialism** 2. **Technical understanding** 3. **Change management** 4. **Problem management**. 5. **Ownership and initiative** 6. **User focus**
Any Other Requirements	Potential UK travel being required to DVSA locations across UK and potential suppliers, this may require overnight stays.
Further Information	For further information please contact Matthew.DeAth@dvsa.gov.uk