

Career Opportunity

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 employer in the U.S.

Job Summary

Fortified Data is currently seeking a Microsoft SQL Database Administrator (DBA) who will be counted on as part of the technical service delivery team to successfully design, manage, and support Microsoft SQL database systems for clients. The Microsoft SQL DBA owns the stability, reliability, predictability, availability, and performance of our client's databases.

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)
- Resolve database integrity issues, performance issues, blocking and deadlocking issues, replication issues, connectivity issues, and security issues.
- 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
- Be an escalation point during critical client events 24 x 7
- Plan and perform the installation of Database application software, patches, and services packs
- Proactive database monitoring and maintenance
- Ensure the integrity and security of client databases
- Consolidate and tune databases for optimal performance
- Perform backups and restores
- Database performance monitoring, optimization and tuning
- Implement and support systems for high availability and disaster recovery (e.g. Availability Groups, replication, log shipping, mirroring, WSFC, and FCI)

- Generate and maintain scripts to support DB creation, schemas, automate tasks and related activities
- Perform root cause analysis, document, and present to client
- Update internal process and support documentation
- Mentor Junior DBA's
- Interest in Conducting Internal Lunch Learns
- Interest in Publishing BLOG's and White Papers

Education & Experience

Education: A Bachelor of Science degree in Computer Science or Similar Technical Degree

Required Experience: Demonstrated experience in Microsoft Database Administration to include experience with:

- Microsoft SQL versions 2014 and later
- Advanced Installation, Configuration, and Patching of Database Software
- Proficiency with T-SQL
- Intermediate knowledge of Windows Desktop and Server Operating Systems
- Basic understanding of NICS, subnets, and firewalls
- Ability to troubleshoot a query plan and provide remediation and/or recommendations
- Effectively use monitoring tools
- Understand histograms, page splitting, integrity checks, index usage and tuning, and wait statistics
- Understand and implement security models
- Understand how to read Performance Monitor and proactively tune systems

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

- Ability to write Scripts in PowerShell
- Prior experience with a Managed Services Provider
- Demonstrated experience in data extraction and manipulation, ETL techniques using SQL Server Integration Services (SSIS)
- Working knowledge of cloud-based technologies such as AZURE and AWS
- Experience with SentryOne, Nagios and Performance Monitor
- Technical skills with other RDBMS platforms including Oracle, MYSQL, 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 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
- Up to 15% travel possible