



Person Specification: DBA Support Technician

QUALIFICATIONS

- 5 GCSE grade A*-C or equivalent
- Degree in Computer Science / Information Technology or a similar field

CURRENT ROLE

Must have recent experience in Microsoft SQL database management and maintenance of at least 2 years. Previous experience with optimizing ERP or WSM database preferred. Responsibilities currently include creating maintenance plans, checking database parameters, optimizing SQL queries.

PERSONAL ATTRIBUTES

- Energetic and enthusiastic
- Actively seeks to learn new skills
- Excellent attention to detail
- Ability to remain calm and thrive working under pressure
- A good team player with the ability to use their initiative and work alone when required

DESIRED SKILLS

- Excellent organisational skills with the ability to multitask
- Excellent communication, interpersonal skills and customer service skills
- Good IT skills - Word, Excel, PowerPoint, Outlook, CRM or help desk system
- IT support experience in an ERP or WMS software product preferred
- Confident SQL language user (intermediate)
- SSMS Studio (advanced)
- SQL Profiler practical knowledge
- Confident with numerical tasks

LOCATION

To be within a one-hour commute of the Balloon One office in Brentford, London.



Person Specification: DBA Support Technician

This document describes the role, objectives and compensation plan for the Support Technician. These objectives will be reviewed annually one month before the next year starts.

ORGANISATION

Managing Director – Service Delivery Manager – Support Technician

The Support Technician will report directly to the Service Delivery Manager.

RESPONSIBILITIES

Telephone support forms the main responsibility of the role including:

- Telephone Customer Support forms the main responsibility of the role including:
- Telephone and email support for end-users and partners on a number of business applications and add-on products supported by the company.
- Responding to inbound support requests within defined response time targets.
- Contributing to Balloon's support knowledge base.
- Office-based technical and business support to field-based Balloon employees.
- Office-based consultancy for end customers including report writing and data migration.
- SQL queries optimization
- SQL maintenance plan setup and support
- SQL databases optimization
- Support other team members and other teams
- Proactive PRTG monitoring
- User manuals creation

Depending on the knowledge and client-facing skills level, the Technician may be asked to carry out the following additional activities:

- Onsite visits to existing customers
- Deliver classroom training to end-users and partners

TRAINING

The training programme for all Support Technicians lasts for three months and consists of formal classroom training, informal self-study, on-the-job training and shadowing of experienced consultants. A training plan will be created in collaboration with the Service Delivery Manager during the first two weeks of employment.

The Support Technician will be expected to use all available online training materials. Balloon One will also sponsor job-specific product training where required.



The role requires individuals who can identify the develop new opportunities and working practices. There will be opportunities for progression as the company grows and these will be discussed as appropriate.

PROBATION PERIOD OBJECTIVES

During the first six months of employment, the Support Technician will be expected to:

- Pass a number of technical assessments
- Manage at least 90 customer support calls
- Pass an SAP exam

BENEFITS PACKAGE

SALARY

The Support Technician will receive a gross salary of £37,000 to £45,000 per annum, depending on experience.

PROFIT SHARE SCHEME

The Support Technician will also participate in a company bonus scheme which could be as much as 20% of the basic salary in any calendar year on a successful pass of probation.

PENSION SCHEME

A group personal pension scheme is in operation. Balloon One will match employee contributions of up to 2% of the Technician's gross salary after 2 years of service.

