

Title: Knowledge Management - Administrator (Consultant)

Department: Knowledge Management Systems

Reports to: Senior Consultant

Based at: Hyderabad

Job Purpose:

To Promote, facilitate and support the knowledge management system within the organization – with optimized outputs and process management.

Key Responsibility Areas:

I. Technology (60%)

1. MS SQL Database and SEC Software Installation and Upgrades

- Deals with server hardware , software and configurations necessary for running MS SQL 2003, 2005 , and 2008 in an optimal fashion
- Utilize and refine existing process descriptions for MS SQL database and SEC software installation and configuration applicable to APITCO.

2. Database Backup and Recovery

- Participate in backup audits , ensuring all databases and associated logs are being backed-up
- Periodically conduct test database restores to validate backup integrity and refresh skills
- Gather requirements and make recommendations for application backup and recovery
- Implement new backup and recovery processes that leverages new techniques and technology
- To proactively monitor the SQL database systems to ensure secure services with minimum downtime.

3. Database Problem Research and Resolution

- Assume ownership of database related problems; pursuing short and long-term problem resolution and root cause analysis
- Work with vendors and internal support representatives to gather information , determine and implement resolutions

4. Others

- Learn and stay up-to-date on the features and functionality available in MS SQL Server as well as KM software application suite applicable to APITCO.
- Investigate new functionality of MS SQL Server and implement into environment
- Use established support processes (e.g. , change and problem management) and tools (e.g. , monitoring)
- Evaluate current technology and recommend tools / processes for improving availability, reliability, and stability and work efficiencies (within team or across department).
- Generate innovative approaches and solutions to complex problems
- Adapt to integrating new and existing solutions across platforms

II. Leadership & Communication (20%)

- Ability to translate technical solutions / problems to audiences at varying technical levels that are specific to APITCO knowledge management System
- Communicate in a professional manner when interacting across staff levels , with peers , management and internal / external customers
- Understand the importance of clearly communicating risk assessment

III. Management & Administration (20%)

- Ability to contribute, influence, manage and direct a variety of APITCO consulting projects concurrently – manages access services and administers system optimised utility.
- Responsible for improvement and maintenance of the databases to include rollout and upgrades, applying patches – coordinates with all verticals and PM.
- Responsible for implementation and release of database changes according to agreed timescales.

Desired Candidate Profile:

- BE (ECE) with Minimum of 2 years experience with MS SQL Server 2000 and 2005 , Clustered SQL Servers , replication , log shipping and
- Database mirroring
- Exposure to MS SQL Server 2003/8
- Broad knowledge of SEC technology platforms , application suite
- Experience in a technical support organization is an additional advantage.
- Practical experience in monitoring and tuning a database to SQL provide a high availability service.
- Knowledge of managing multiple MS SQL 2000, 2005 & SQL 2008 RDBMS on large systems is desired.
- Work to ensure that the associated hardware resources allocated to the databases and to ensure high resilience and performance tuning.