Role Profile

Role Details			
Role Title	**IT Infrastructure DBA**	**Section**	**IT**
Division	**City Building Glasgow**	**Report To**	**IT Infrastructure Manager**
Grade/Salary	**SCP37 - £47,614**	**Date Completed**	**29/09/2026**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs.

Our Vision

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident /customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.

Role Summary
As an IT Infrastructure DBA, you will be responsible for delivering, maintaining, and optimising robust, secure, and scalable database platforms and infrastructure services that underpin the organisation's critical business operations. You will act as a technical specialist and trusted advisor, translating complex business and technical requirements into practical database and infrastructure solutions. Your expertise will ensure that City Building's Oracle and Microsoft SQL Server environments, supporting infrastructure, and associated platforms remain reliable, resilient, secure, and aligned with organisational needs while supporting future growth and innovation. Working closely with internal stakeholders, project teams, application support teams, and external partners, you will design, implement, administer, and support Oracle Database and Microsoft SQL Server technologies across on-premises, cloud, and hybrid environments. You will have extensive experience in database administration, performance tuning, backup and recovery, high availability and disaster recovery solutions, database security, patch management, capacity planning, and automation, alongside a strong understanding of the infrastructure that underpins these critical services. In this role, you will be responsible for monitoring and optimising database performance, ensuring data integrity, availability, and recoverability, and supporting the delivery of business-critical applications and services. You will lead and contribute to database upgrades, migrations, consolidation initiatives, and cloud adoption projects while maintaining adherence to operational and security best practices. As an IT Infrastructure DBA, you will contribute to technical standards, enforce security, governance, and compliance requirements, and help drive continuous improvement across the organisation's database and infrastructure estate. You will work closely with infrastructure, application, and security teams to ensure that database services are resilient, highly available, and capable of supporting current and future business demands. Through the effective management of Oracle and Microsoft SQL Server environments, you will play a key role in maintaining business continuity, safeguarding organisational data assets, and enabling the organisation to leverage reliable, high-performing, and secure database services. *At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.*

Role Outputs	
Role Output:	**Includes the Requirement to:**
Database Platform Management & Administration	– Manage, administer, and support Oracle Database and Microsoft SQL Server environments across on-premises, cloud, and hybrid infrastructure, ensuring security, availability, performance, and compliance. – Design, implement, and maintain highly available, resilient, and secure database platforms supporting critical business applications. – Perform database installations, configurations, patching, upgrades, migrations, and lifecycle/version management. – Maintain and enhance core database infrastructure, including database servers, storage platforms, clustering technologies, replication services, and backup and recovery solutions. – Develop, maintain, and test backup, recovery, business

	continuity, and disaster recovery solutions to ensure database integrity and service continuity. – Manage high availability and disaster recovery technologies, including Oracle Data Guard, SQL Server Always On Availability Groups, replication, clustering, and failover solutions. – Monitor, troubleshoot, and optimise database performance, storage utilisation, capacity planning, and overall platform health. – Ensure proactive monitoring, maintenance, performance tuning, resilience, and capacity management across the database estate, while developing and maintaining operational standards to improve platform stability, reliability, and service performance. – Develop and implement automation, scripting, monitoring, and tooling solutions to improve operational efficiency, consistency, and service delivery. – Support cloud database initiatives, including the migration and optimisation of database workloads within cloud and hybrid environments. – Work closely with infrastructure and platform teams to optimise server, virtualisation, storage, and network resources that support database services and business-critical applications.
Cyber Security & Compliance	– Work closely with Information Security to enforce database security standards, patching policies, and regulatory compliance requirements across Oracle and Microsoft SQL Server environments. – Implement and maintain database security controls including encryption, auditing, privileged access management, role-based access control, and secure authentication mechanisms. – Support risk assessments, vulnerability remediation, database hardening, and security reviews to ensure database platforms remain secure and compliant. – Monitor and respond to database security events, working with Security Operations teams to integrate database logging and auditing with SIEM and monitoring solutions. – Ensure compliance with organisational policies, data protection requirements, retention standards, and industry best practices. – Conduct regular reviews of database permissions, access controls, and privileged accounts to minimise security risks and maintain least-privilege access principles. – Support the implementation of security enhancements for Oracle and Microsoft SQL Server platforms, including Transparent Data Encryption (TDE), database auditing, and vulnerability assessment tools. – Contribute to business continuity, disaster recovery, and security testing activities to ensure the confidentiality, integrity, and availability of organisational data.
Project Delivery	– Produce high-quality technical documentation – Work to project deadlines – Collaborate with vendors, partners, and internal stakeholders to deliver complex technical solutions.
Operational Support	– Provide technical support for Oracle Database and Microsoft SQL Server environments, ensuring the availability and stability of business-critical database services. – Troubleshoot, diagnose, and resolve complex database incidents, performance issues, service interruptions, and data-related problems escalated from support and application teams. – Monitor database health, performance, capacity, and availability, taking proactive measures to prevent service degradation and unplanned outages. – Support database backup, recovery, maintenance, and disaster recovery activities, ensuring recoverability and business continuity requirements are met.

	– Investigate and resolve database locking, blocking, replication, storage, connectivity, and query performance issues. – Work closely with Infrastructure, Application Support, Development, and Security teams to identify root causes and implement permanent solutions to recurring issues. – Perform database patching, upgrades, maintenance, and change activities in accordance with change management procedures. – Maintain operational documentation, support procedures, runbooks, and knowledge articles to support effective service delivery. – Participate in an out-of-hours support rota and provide on-call support for critical database services where required. – Contribute to continuous service improvement initiatives, identifying opportunities to enhance database performance, resilience, automation, and operational efficiency.
Key Behaviours and Competencies	
Behaviours and Competencies:	**Includes the Requirement to:**
Innovation	– Identify and support new approaches and digital solutions. – Encourage a culture learning, and improvement. – Challenge established thinking where appropriate.
Attention to Detail	– Produce accurate, high-quality outputs. – Ensure robust analysis and documentation. – Monitor quality standards across all deliverables.
Effective Communication	– Translate complex business and technical issues into accessible insights. – Adapt communication style for technical and non-technical audiences. – Present information clearly and confidently.
Collaboration	– Build positive, productive relationships across business, IT, and external partners. – Participate in workshops and joint problem-solving. – Contribute to team and cross-functional success.
Adaptability	– Embrace change and respond flexibly to evolving priorities. – Demonstrate resilience in the face of ambiguity or challenge. – Support others through periods of transition and uncertainty.
User Focus	– Advocate for user needs and experiences in all solutions and improvements. – Use feedback to refine processes and systems. – Ensure outcomes deliver tangible value for users.
Continuous Learning	– Keep skills and knowledge up to date with industry and technology trends. – Seek opportunities for self-improvement and development. – Share knowledge and best practice with colleagues.
Professionalism and Integrity	– Act ethically, with discretion and integrity in all dealings. – Uphold organisational values and codes of conduct. – Handle sensitive information responsibly and confidentially.

Person Specification

As IT Infrastructure Database Administrator, you will have strong communication skills and the ability to explain complex technical concepts to non-technical stakeholders.

Proactive and solution-focused, you will be committed to continuous improvement and enhancing service delivery. You will be capable of leading technical initiatives independently while working collaboratively with colleagues and stakeholders to achieve shared objectives.

You will also possess excellent analytical and problem-solving skills, with the ability to investigate complex issues, identify effective solutions, and make informed decisions.

Requirements

Qualifications/Certification/Experience level:

- Proven experience administering and supporting Oracle Database and Microsoft SQL Server environments within complex enterprise infrastructures.
- Strong knowledge of database architecture, high availability, disaster recovery, backup and recovery, and business continuity solutions.
- Experience with database installation, configuration, patching, upgrades, migrations, and performance tuning.
- Strong understanding of database security, including access control, encryption, auditing, and compliance requirements.
- Experience supporting databases in virtualised, cloud, and hybrid environments, including Microsoft Azure.
- Proficiency in database monitoring, troubleshooting, capacity planning, and operational optimisation.
- Experience developing automation and scripting solutions to improve database management and service delivery.
- Relevant Oracle, Microsoft, Azure, or other database-related certifications, or equivalent enterprise DBA experience, would be advantageous.
- Solid understanding of ITIL processes, monitoring, and service management.
- Experience designing and supporting resilient, secure enterprise solutions.

Desirable Skills

- Experience administering and optimising Oracle Database and Microsoft SQL Server platforms within cloud and hybrid environments, particularly Microsoft Azure.
- Proficiency in database automation and scripting using PowerShell, SQL, Python, or equivalent technologies.
- Experience with database migration projects, including assessment, planning, execution, validation, and post-migration optimisation.
- Knowledge of high availability and disaster recovery technologies, including Oracle Data Guard, SQL Server Always On Availability Groups, replication, and failover solutions.
- Experience with enterprise backup, recovery, business continuity, and disaster recovery planning for critical database services.
- Familiarity with database performance monitoring, capacity planning, and advanced troubleshooting tools.
- Understanding of enterprise storage, virtualisation, and networking concepts that support database platforms.
- Relevant Oracle, Microsoft SQL Server, Azure, or cloud database certifications would be advantageous.

Interdependencies

- IT Management
- IT Section
- City Building Employees
- Support Service Areas
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.