

SQL Support Consultant

Ref: ING280

Location: Oxford (UK) / Work from Home

Position Type: Permanent

A SQL Support Consultant is required by a leading provider of Publishing Solutions. Based in Oxford, you will be responsible for providing implementations, new enhancements and customer support for a wide range of clients and products. This is a role within the Professional Services division and offers a salary of up to £40,000.

The successful candidate will also be required to work effectively as part of self-managing, cross-functional teams, create and maintain documentation on their work as required.

Regularly show demonstrable progress against the team and individual objectives set by the Managed Services Director, with the ability to deliver projects on time, to budget and specification.

The successful applicant should preferably have a minimum 5 years suitable experience, be dynamic and enthusiastic with a passion to learn and desire to advance their career.

The Successful Candidate will have:

- Strong knowledge of Microsoft SQL Server with the ability to install and setup a DB, perform backups and restores.
- Ability to Design and Configure SQL Server reports
- Excellent verbal and written communication skills
- Gather, analyse and design technical solutions/specifications from customer requirements
- Provide and deliver to project estimates that meet the implementation and support needs of our clients
- Ability to communicate technical concepts clearly and effectively to business users and management
- Have a strong focus on delivering high quality work as a member of a small multidisciplinary team
- Excellent problem-solving skills including trouble shooting and resolving customer issues
- Assist with the release process and deployment of software upgrades, enhancements and fixes
- Ability to effectively prioritise and escalate customer concerns and opportunities.
- Previous experience in Implementation or Application Support
- Assist with resolving customer issues identified within the support desk
- Familiar with the compliance requirements imposed by GDPR

Knowledge of:

- Display, Classified, Inserts and Online Advertising
- Reprints
- Events
- Print Production systems
- Accounts systems (Sales and General Ledger)
- Online serving systems (Google Ad Manager / DFP)

Technical Skills:

Ingenta

8100 Alec Issigonis Way

Oxford OX4 2HU

United Kingdom

ingenta.com

+44 (0)1865 397800

- SQL Server (SQL - Database design, views, procedures, functions, jobs etc)
- SQL Server Reporting Services (reports and stationery writing, scheduling etc)
- Microsoft Azure
- Microsoft Power BI
- Crystal Reports
- adsML framework
- XML
- Web services (SOAP/REST)
- FTP/SFTP
- Atlassian JIRA/Confluence
- Agile (Scrum)

Benefits:

- We offer a comprehensive benefits package including:
- 25 days holiday
- Company pension scheme (5.25% company contribution, 4.75% employee contribution)
- Salary sacrifice schemes including childcare vouchers and cycle to work scheme.
- Modern offices, onsite parking

If you are interested in this exciting role please forward your résumé and current salary requirements to recruitment@ingenta.com **quoting job reference ING280.**

Ingenta is an Equal Opportunity Employer (EOE).

About Ingenta

Ingenta plc is the largest provider of digital and technology solutions for the publishing industry, servicing eight out of the world's ten largest publishers. Developing the technology which bring together online and offline publishing functions we deliver end-to-end support across a full range of processes and requirements. We have offices in Europe, China, India, North and South America and Australia.

