

Position Title:	Senior Support Consultant
Position reports to:	ICAS Development Manager
Direct Reports:	N/A
Office Location:	Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

DBA Functions within Microsoft SQL Server within the ICAS product at clients and ADAPT IT Education. The candidate should have good interpersonal relations, be client focused, be a team player and have an analytical approach to problem solving.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Good Microsoft SQL Server product knowledge.
- Microsoft SQL Server Database Administration (DBA).
- Excellent T-SQL Skills.
- System administration.
- Terminal services
- Excellent understanding of implementing backup & recovery procedures.
- Excellent knowledge of performance tuning for Microsoft SQL Server
- Installing Microsoft SQL Server
- Strong analytical skills
- Understanding of working as part of a multi-disciplinary project team
- Logical approach and excellent problem-solving skills
- Must be able to travel (national and international)
- Required to maintain and debug Stored Procedures, Functions, Triggers and Views
- Produce detailed specifications
- Understand and setup SQL Jobs and DTSx jobs
- Good testing skills
- Create Test Cases
- API's
- Microsoft Office
- Technical support via our online logging system or telephone.
- Must be able to understand clients' business operations and how they can best use ICAS software.
- Interpret client needs, plus configure and support the software solutions to an agreed pre-defined blueprint
- Coordinate and provide technical ongoing support to Company systems and reagents: pre-installation, technical installation, configurations, connections, training on customer site
- Identify internal and external customer training needs, evaluation of proposed solutions, development of documentation and implementation plans, and successful execution based on established timelines.
- Complete all project and operational tasks assigned to you by due deadline

- Take ownership of, and motivate, to management and HR, an annual self-enrichment training

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Minimum 5 years of experience in a technical Support position
- Minimum 5 Years of experience with SQL
- Minimum 5 Years of experience in a Software Support Environment

Contact Person: [Quraisha Moola](#)

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