

JOB DESCRIPTION

Job Title	Senior Database Administrator		
Reports to	Director, IT Platforms		
Department	Technology		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital, data and technology solutions required for the effective running of London Business School.

We provide specialist capability in Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform Integration, Data Management, Cyber Security, Project Delivery, Business Change and Enterprise Architecture.

Our customers span our staff, faculty, prospective and current students and participants, alongside our significant global alumni community. Our role in Technology is to ensure the highest quality, reliable and seamless digital experience to our end users.

Job Purpose

The Senior Database Administrator will lead the ongoing management, optimisation and modernisation of the School's database estate, with a particular focus on Microsoft SQL Server and Azure-based data services. Following LBS's migration to Microsoft Azure, the role will be central to reducing technical debt, improving resilience and performance, and supporting the transition towards more scalable SaaS and PaaS platforms where appropriate.

The postholder will provide deep technical expertise across database operations, migration planning, performance tuning, automation, security, retention and service improvement. They will work closely with Technology colleagues, project teams, suppliers and business stakeholders to ensure database platforms are secure, reliable, well documented, appropriately governed and able to support the School's teaching, research, operational and reporting needs.

Key activities include:

- Developing clear roadmaps and implementation plans for database upgrades, migrations, optimisation and decommissioning activity, including resource and dependency planning.
- Leading delivery against agreed plans, working with Technology teams, project and programme managers, suppliers and key stakeholders to ensure controlled and successful outcomes.
- Managing day-to-day operational support for the Microsoft SQL Server estate and related Azure data services.
- Monitoring, tuning and improving database performance, availability, capacity and resilience.
- Troubleshooting and resolving integrity, performance, blocking, deadlocking, replication, connectivity and security issues.
- Responding to database alerts, failed jobs and incidents, ensuring timely resolution and appropriate root cause analysis.
- Automating repeatable database administration, monitoring, deployment and maintenance activities wherever practical.
- Managing production releases, patching, upgrades, backup, restore and maintenance activity across SQL databases.
- Maintaining accurate database, application and licensing inventories, ensuring ownership, support arrangements and lifecycle status are clearly documented.
- Documenting the database environment, operating procedures, service manuals, server builds, configuration standards and support processes.
- Contributing to DevOps practices, infrastructure as code, automated deployment pipelines and cloud-based delivery from development through to production.
- Defining and implementing best practice for database security, access control, data retention, backup, recovery and compliance.
- Developing and maintaining SSIS packages and related data transformation processes where required.
- Supporting reporting and insight requirements through SSRS, Power BI and other approved reporting platforms.
- Building effective relationships with business and technical stakeholders, contributing to continuous improvement and supporting agile delivery practices across the Technology department.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Database Strategy, Roadmap and Modernisation

- Own and maintain a clear roadmap for the database estate, aligning upgrades, migrations, decommissioning and optimisation activity to Technology strategy and wider School priorities.
- Identify opportunities to reduce technical debt, improve platform resilience and make appropriate use of Azure, SaaS and PaaS capabilities.
- Define and monitor meaningful service and platform KPIs covering availability, performance, resilience, security, maintainability and delivery progress.

Operational Service Delivery

- Provide expert operational support for SQL Server and related database services, ensuring stable, secure and reliable service for teaching, research, professional services and reporting activity.
- Manage incidents, alerts, failed jobs, performance issues and service risks within agreed parameters, escalating where appropriate and ensuring root cause analysis is completed for recurring or material issues.
- Ensure backup, restore, patching, maintenance, monitoring, capacity management and disaster recovery processes are effective, tested and documented.

Security, Governance and Compliance

- Implement and maintain appropriate controls for database access, privileged permissions, data retention, encryption, auditing and security monitoring in line with School policies and regulatory expectations.
- Maintain accurate records of database assets, application dependencies, ownership, licensing, support arrangements and lifecycle status.
- Provide specialist advice to colleagues and stakeholders on database security, data handling, retention and operational risk.

Project Delivery and Change

- Lead database workstreams within complex technology projects, including migrations, upgrades, cloud adoption, application changes and reporting platform improvements.
- Plan and manage delivery activity, dependencies, risks, testing, implementation, rollback and transition into support to ensure change is controlled and well communicated.
- Work with project and programme managers to ensure delivery is completed to agreed scope, quality, timeline and budget expectations.

Automation, DevOps and Continuous Improvement

- Identify, design and implement automation to reduce manual effort, improve consistency and increase the reliability of database administration and deployment processes.

- Contribute to DevOps practices, infrastructure as code, CI/CD processes and repeatable cloud deployment approaches.
- Research and apply best practice to improve database standards, operating procedures, monitoring, reporting and service management.

Stakeholder Engagement and Collaboration

- Build strong relationships with Technology teams, business stakeholders, project teams and suppliers to understand requirements and provide clear, practical technical advice.
- Communicate technical risks, options, recommendations and progress in a way that supports effective decision-making by both technical and non-technical audiences.
- Represent database services in cross-team planning, service review, architecture and change discussions.

Supplier and Financial Management

- Work with third-party suppliers to ensure database-related services, support, project activity and deliverables meet agreed standards and service expectations.
- Support effective management of database licensing, consumption, support costs and supplier performance, escalating risks or issues where required.
- Provide input to planning and budgeting activity where database platforms, tooling, licensing or supplier services are affected.

KPIs:

- Database platforms are available, performant, secure and resilient against agreed service expectations.
- Database incidents, alerts, failed jobs and recurring problems are resolved promptly with appropriate root cause analysis and follow-up action.
- Migration, upgrade, decommissioning and optimisation activity is delivered to agreed scope, timeline and quality standards.
- Technical debt, unsupported components and database lifecycle risks are actively identified, reported and reduced.
- Backup, restore, monitoring, patching, maintenance and disaster recovery processes are documented, tested and effective.
- Database asset, dependency, licensing and support information is accurate and kept up to date.
- Automation and standardisation reduce manual effort, improve consistency and increase delivery reliability.
- Data security, retention, access control and compliance requirements are embedded into database operations.
- Stakeholders receive clear advice, timely communication and high-quality service from database services.
- Supplier and licensing risks are managed effectively and escalated where required.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience
- Professional qualification or equivalent experience
- Excellent communication skills with the ability to engage at all levels
- Extensive experience of Microsoft SQL server and related technologies
- Experience of cloud environments, ideally Azure
- Experience of Dev-Ops practices and Infrastructure as Code (IAC)
- Sound working knowledge of policies, regulations and legislation, particularly around data retention and security
- Excellent analytical and problem solving skills
- Ability to manage multiple internal and external stakeholders
- Ability to prioritise and focus on material issues
- In-depth knowledge of business education/specialist area
- Have experience with the full engineering life cycle, from design and implementation through to testing and deployment
- Experience of leading projects
- Experience in effectively managing external suppliers/contractors
- Economic management experience and commercial acumen

Resources including team management

None

Staff	N/A
Budgets	N/A
Date Updated	June 2026

