IT Business Services Analyst – ERP/DBA

The Company
PD Ports is a leading UK ports business offering end-to-end supply chain solutions, employing over 1,200 people in the UK. With headquarters based in the North East of England, PD Ports owns and operates the UK's third largest port by volume, Teesport, and holds a portfolio of other Port and warehousing interests throughout the UK.

The Department
The Group IT function is based on the Teesport estate and provides comprehensive support to the whole PD Group via 4 functional departments: Technical Services, Business Services, Governance and the Service Desk. The department has recently been restructured to ensure it can provide a high quality service to a business that has, in recent years, become heavily IT reliant in order to manage its systems, processes and external customer interfaces and to drive efficiencies and service improvements via IT based technologies.

The Role
The Company is looking to recruit an IT Business Services Analyst / DB Administrator. The role will be part of the Business Enterprise Services Team and will report to the Team Leader.
The main purpose of the role is to help support PD's ERP solution, IFS. This post will entail working with fellow Analysts in supporting IFS. You will also work closely with various business departments including Finance, HR, Engineering to name but a few. In addition to this there is a DBA aspect to the role which will entail assisting in the upkeep of our Oracle and MSSQL based systems. The successful candidate will provide assistance and advice with the aim of introducing efficiencies via IT based technologies. They will also provide up to date maintenance and documentation for IT support.

Key tasks will include:
- Provide 2nd line support for IFS
- Assist in developing / configuring IFS
- DBA duties (Oracle / MSSQL)
- Project work
- Incident management
- Problem management
- Provide solutions in line with Architectural principles and rules

The Candidate
The successful candidate is likely to be educated to degree level in an IT subject and have an intrinsic knowledge of supporting systems. You will possess strong general IT support skills and be able to troubleshoot day-to-day issues as they occur. You will need to understand database/system architecture concepts and experience of Oracle / SQL is highly advantageous.

A good knowledge of technical applications and willingness to keep up to date with existing and forthcoming technologies is also a requirement. The ideal candidate will be proficient with Business Applications and be able to identify and convert IT Business requirements into detailed technical specifications and work flow models. Any knowledge of Java/.NET Programming would be a distinct advantage as would any experience of back office based systems, although this is not a requirement.

Excellent communication and organisational skills, the ability to work under pressure and a methodical and logical approach to problem solving are a pre-requisite, as is a customer focused approach and an analytical mind-set.

Requirements:
- An understanding of database systems and programming methodologies
- Good Oracle / MSSQL knowledge
- PL/SQL
- Report writing (Crystal etc)

Desirable:
- An understanding of programming languages eg Java, .NET, XML etc
- Knowledge of ERP systems

Excellent communication and organisational skills, the ability to work under pressure and a methodical and logical approach to problem solving are a pre-requisite. As is a customer focused approach and an analytical mind-set.

If you feel you have the necessary right skills, knowledge and attitude to join our team please apply in writing providing full CV and cover letter to:

Group HR Department
PD Ports
Queen's Square
Middlesbrough
TS2 1AH

Or alternatively by e-mail: hr.admin@pdports.co.uk

Closing Date: 14th Feb 2020