data warehouse engineer

reporting to – corporate application and data services manager

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

Making sure our data warehouse is working effectively.

As part of the wider applications support function, the data warehouse team work very closely with the business information (BI) and management information (MI) teams to produce dashboards and reports for the ombudsman. As one of our data warehouse engineers focussed on using SAP and Microsoft tools, you'll be supporting and continuously improving the data warehouse, as well as delivering new code to allow the team to report on new data sources. As a team, we want to provide data that's detailed and suitable for strategic reporting that helps us plan and manage people and teams into the future.

how we'll measure your success

- delivering reliable code within your estimated timescales
- delivering code that's free of bugs and clearly documented
- gaining positive feedback from peer and stakeholder reviews
- delivery of any other objectives that you agree with your manager – and your contribution to our commitments
- bringing in robust and reliable data that services the whole organisation
- how well you're collaborating with others in the data warehouse and wider IT teams
- feedback given by the MI and BI teams

you're accountable for…

our customers - our people - our reach - our service

- working closely to technical requirements and ensuring they get delivered – you'll need to decide how to design your own code in a cost-effective and timely fashion
- working towards developing extract routines to bring data into the data warehouse using SAP Data Services and Microsoft SQL Server Integration Services (SSIS)
- delivering your own unit testing to make sure your code is fit for purpose
- taking accurate user requests from the BI and MI teams to deliver day to day support tasks
- creating and owning clear coding documents at every stage of the development, maintaining our code development standards
- checking overnight data extract jobs, making sure there are no technical issues

- looking at everyday BI data issues that may arise and dealing with them accordingly
- explaining things clearly and getting to the heart of what your stakeholders need from you
- coming up with data warehouse solutions on your own with little help – you'll need to consistently come up with new ways of using our software and enhancing our procedures
- forging relationships with our key customers in the BI and MI teams, and also our Clipper and CRM support teams, to maintain a good technical understanding of our key systems

your experience includes...

- demonstrable success in working in a multi team environment
- demonstrable technical ability in any IT environment
- an awareness of, and willingness to learn about the following aspects of a data warehousing environment:
    - defining, designing and developing data marts or warehouses using Kimball dimensional modelling techniques
    - defining, designing and developing Extract Transform Load (ETL) process using industry best practices, and monitoring ETL deployments and operations
    - working in a multi-developer team and multiple environments:
        - code branching and merging
    - managing and promoting code through environments
- an awareness of, or some experience of using the following in a data warehousing environment:
    - coding using SAP Data Services or SSIS
    - SAP Business Objects XI 4.1 or Power BI
    - Microsoft SQL Server 2012 and 2014
    - some exposure to dashboard tools
- demonstrating good collaborative working through using proactive relationship building skills
- knowing how to plan your own work
- being able to cope with an unpredictable workload – you'll need to be able to prioritise effectively to deliver against challenging deadlines
- being adept at pushing for improvements and keeping a keen eye on updates in the field – the tools we use to deliver key data to our internal customers have come a long way
- having strong intellectual and problem-solving skills and being confident in these – offering new and different solutions to the BI challenges we face

we are the ombudsman …

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel* fair

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient — adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet — so we care about the resources we use and the money we spend