Foresters Financial

Job Description

Position	**Senior Digital Solutions Engineer**
Department	Information Technology
Reports to	Head of Digital Solutions
Location	Bromley, Kent

Summary of Role

Senior Digital Solutions Engineer working in our Digital Solutions team.

About us

Foresters Financial is a financial services provider of personal insurance, critical illness cover, adult & child savings and investments, and pension planning. With £5.2bn assets under management, Foresters manage 3 million customers with over a 1.5 million child savings and investment accounts in the UK. With nearly 150 years history of financial security and stability, we have remained steadfast in our commitment to help improve family well-being, and each year we invest millions to support causes that enrich the lives of families and communities.

About the role

This is a hands-on role, where you'll be involved in the end-to-end development and maintenance of our customer facing portal, internal systems, core administration systems and analytics. Also the successful candidate will be working with other internal IT teams to identify root cause, supporting technical and functional triage of incidents. Within the role, you will be responsible for being the 2nd line and 3rd line for business critical applications and in responding to incoming incidents, queries and requests. It is essential that you are a highly organised individual, coupled with customer-focused skills, as you will need to ensure issues and requests are prioritised into order of business importance.

You are part of a multi-disciplinary team consisting of application specialists and system technical experts. Actively contributing to the achievement of customer satisfaction and IT targets. This is a mix of ensuring that both new and existing systems and services are running optimally end-to-end, analytics, and database administration. As the Senior Digital Solutions Engineer, you will be involved in technical specifications, T-SQL development, deployment of SSIS packages or new releases, as well troubleshooting solutions.

Key Responsibilities & Duties

- SQL Server database performance monitoring / tuning
- SQL Server database administration
- Design and develop views, stored procedures and SSIS packages using Visual Studio.
- Provide advice, guidance and estimates to the development and technical process as required to ensure proposed solutions are operationally supportable.
- Undertake 2nd-3rd line incidents and problem management for client-facing technology services, messaging / APIs, and business applications.

- Actively participate in the resolution of major incidents, post-incident reviews and change implementation reviews.
- Liaise with external suppliers of software and services, and other specialist teams within IT to resolve incidents.
- Responsible for ensuring resolving complex application incidents and requests.
- Working with other IT teams to extend the DevOps framework and working on ways to automate and improve development and release processes.
- Systems design, development, code review, debugging, and support tests of bugs.

Knowledge, Skills & Experience

- At least 5 years of hands-on experience as DBA and/or systems developer.
- Microsoft SQL Server expert, database administration, data movement, SSIS, and data analytics.
- Experience of development and deployment.
- Knowledge of concepts Continuous Integration (CI) and Continuous Delivery (CD).
- Passionate about providing quality service and willing to develop new skills.
- Experience of building APIs, RESTful services would be to an advantage.

As well as an opportunity to work with talented people we offer a competitive salary, life cover, pension scheme into which the company will contribute up to 10% of total earnings and a performance based discretionary bonus scheme.