

On Becoming a Remote DBA Expert



At Remote DBA Experts, individuals are the foundation of the value we offer our customers! As a result, we continuously strive to create and maintain a "Great Place to Work" environment for them to thrive in. It is our number one priority!

Top individuals operating as a cohesive team within a great work environment is what enables us to *deliver service like no one else, consistently grow the business, and produce repeatable profit.*

There are many factors that help create and maintain a great place to work. Yet, none is

more important than forming a group of people who are bound together by a common mission and common goals. Great places to work bring the best out of everyone, enable incredible synergy, and elicit a feeling unlike any other: The (rare and elusive) joy of work.

Great places to work are fragile ecosystems that need to be carefully monitored and managed. Every person that comes on board can affect it. We are highly aware of that and therefore pay close and careful attention to the recruiting and hiring process. Our main goal is preserving and/or enhancing our "Great Place to Work" environment.

To help us ensure preservation, both team members and management actively participate in the hiring decision-making process. Candidates' qualifications are screened and interviewed by both peers and managers.

The Remote DBA Experts Way

Remote DBA Experts provides AlwaysOn! (24x7x365) remote database administration services to customers nationwide.

Typically, Remote Database Administrators are assigned to work as primary or secondary contacts with several customers. Assignments are based on a combination of a DBA's talents (expertise + experience), passion, and customers' needs. Other factors such as DBA/Customer personality alignment are considered in work assignments. Our DBAs work in what we call Platform Teams.

These groups are coordinated by a Team Lead but operate as mostly "self-directed" entities. Depending on a combination of their talents and passions, DBAs get assigned as "Subject Matter Experts" to several Knowledge Centers. At Remote DBA Exerts, we have two center categories named "Centers of Excellence" and "Centers of Expertise". Centers of Excellence are broader in scope than the Centers of Expertise and they cover the following service areas for each of the supported platforms:

- In the *Database Performance Center*, the team's focus is on assessing, improving and maintaining the best database performance possible for each of the systems under our care.
- In the *Database Availability Center*, the team's focus is on assessing, improving and maintaining the highest database availability possible for each of the systems under our care.
- In the *Database Security Center*, the team's focus is on assessing, improving and maintaining the highest database security possible for each of the systems under our care.
- In the *Database Functionality Center*, the team's focus is on assessing, improving and maintaining the best database functionality possible for each of the systems under our care.
- In the *Database Administration Center*, the team's focus is on providing the most proactive database maintenance and administration services possible for each of the systems under our care.

These Knowledge Centers are aligned to our SLAs which are used to set the service performance parameters by which the team performance is measured.

The Centers of Expertise are more highly specialized Centers. They include higher-end service offerings specific to each of the platforms we service. Here we focus on specific areas of expertise related to each platform. Subject Matter Experts with highly developed skills and extensive experience in each specific area deliver unique value to our customers according to their needs.

The **Oracle Centers of Expertise** includes the following areas:

- Oracle Real Application Clusters
- Oracle Data Guard Architectures
- Non-Oracle failover technologies
- Oracle Applications
- Oracle Data Warehousing and Data Mining
- Oracle Advanced Security Options
- Oracle Times Ten In-Memory DB

The **MS SQL Server Centers of Expertise** includes the following areas:

- High availability options
- Data Warehousing and Data Mining
- Analysis and Reporting Services
- Performance Monitoring and Optimization

The **IBM DB2 Centers of Expertise** includes the following areas of expertise:

- Support for DB2 on ZOS, Windows, AIX and UNIX
- DB2 database replication and HADR replication for high availability
- IBM Data Mirror replication software
- BMC and CA third-party tools
- Database and SQL performance monitoring and tuning
- All IBM utilities and tools

The **MySQL Centers of Expertise** includes the following areas of expertise:

- MYSQL high availability options
- Support for all MYSQL storage engines
- MYSQL installations, upgrades and migrations
- MYSQL database monitoring and tuning

The Bottom Line

The bottom line of our service delivery approach is teamwork and collaboration, both internally, and with the customer's organization. We work together to ensure customers' commitments and expectations are met and their SLAs are fulfilled. The ultimate goals of our collaborative effort are to Deliver Service Like No One Else and to add as much value as possible to our customers. When we meet these goals, we become highly indispensable and get the opportunity to get additional DBA scope of work. Our customers become the best evangelist of our services and provide great references to others.

Unique Employment Benefits

Besides a *competitive compensation and benefits package*, there are several additional and unique benefits to joining the Remote DBA Experts Team:

- Working in a "Great Place to Work" environment
- Collaborating with top Subject Matter Experts in a number of areas
- Getting exposure to many nationwide customer DB environments

- Learning and applying state-of-the-art techniques, practices, and methods
- A flexible work schedule including "Work from Home" days
- Dual screen set up with one large 24" HD screen
- PDAs and Laptops are assigned to everyone who needs them
- Growth opportunities due to our fast growth track and large customer base
- Stable employment due to our stable recurring revenue model
- Little to no travel required because of our remote support model

Hiring Criterion: Being Much More Than Just a DBA

Our hiring criterion is divided into three Performance Dimension Areas™ (PDAs): Attitudes, Aptitudes, and Approaches. Decisions to bring someone on-board are based on a careful assessment of a set of performance dimensions within each PDA in a number of both technical and non-technical areas. The goal is to make sure candidates' attitudes fit well in our strong service (Great Place to Work) culture. And that their aptitudes and approaches enable them to add the highest possible value and to deliver service Like No One Else to our customers. The following is a list of the specific dimensions under each of the PDAs.

Key Attitudes

From an attitude standpoint, we look for individuals who demonstrate several critical attitudes:

- A passion for database administration and related skills
- A strong desire to be the best they can be and add as much value as possible
- A passion for customer service (Like No One Else!)
- A positive and "can do" attitude
- A high sense of urgency
- A strong bias towards teamwork, collaboration, and synergy
- A strong desire to continuously learn, share, and apply what they know
- A proactive prevention-oriented mindset in everything they do

Key Aptitudes

From an aptitude standpoint we look for individuals who demonstrate several critical aptitudes:

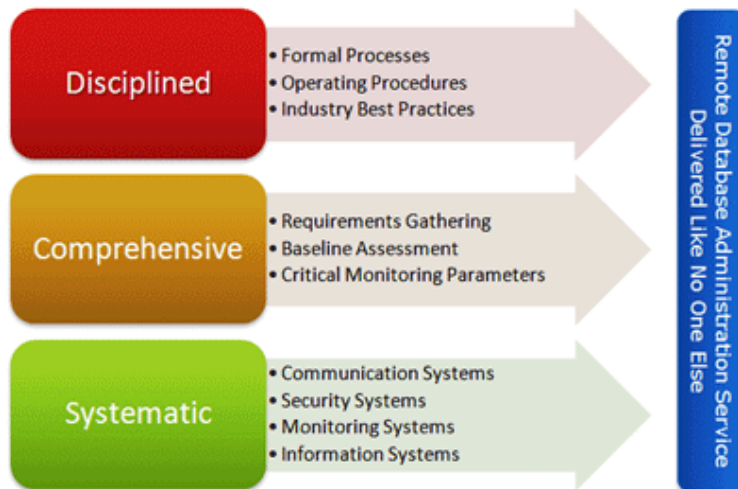
- The ability to learn fast
- The ability to be creative and innovative
- The ability to communicate clearly and concisely in oral and written form
- The ability to predict and prevent problems
- The ability to efficiently and effectively solve problems when not preventable

- The ability to plan, organize and execute complex projects and work tasks
- Knowledge, skills and experience in at least one of the platforms we support
- A proven track record in several of the following Knowledge Centers™:



Key Approaches

At Remote DBA Experts we take a disciplined, comprehensive, and systematic approach to everything we do.



Therefore, we look for individuals who can demonstrate similar approaches:

A Disciplined Approach

- They follow established process
- They adhere to establish procedures
- They seek and apply best practices
- They establish, communicate and follow work plans and schedules

A Comprehensive Approach

- They gather, understand, and adhere to set requirements
- They carefully assess and define situations, tasks and problems
- They are meticulous in the performance of all tasks
- They document and share important matters
- They keep timely up to date records

A Systematic Approach

- They are systematic in the conduct of their work
- They take full advantage of existing systems
- They seek to improve systems and develop new ones
- They take a holistic systems view to everything they do

Typical Remote DBA Experts Responsibilities

Our Remote DBA Experts have two broad responsibilities for which they are held accountable. They are expected to help "Create and Maintain a Great Place to Work" environment and "Deliver Service like No One Else" to our customers. Under each of these broad responsibilities we have additional specific responsibility items.

"Create and Maintain a Great Place to Work" Responsibilities

- Collaborate with your team members and your customers
- Contribute your time, knowledge, ideas, etc.
- Communicate proactively and consistently
- Ask for help as soon as possible (follow our ten minute rule)
- Offer to help as soon as possible when help is needed
- Continuously Learn and share what you know with your team members
- Participate in all work and non work activities and efforts
- Document problems and solutions, processes and procedures, etc.
- Share valuable information with those who can benefit from it
- Support your team members when they need it
- Constantly improve yourself and everything you do and deal with

"Deliver Service like No One Else" Responsibilities

These responsibilities are further divided into two categories as follow:

1. Administrative Responsibilities:

- Follow established process
- Adhere to establish procedures
- Seek and apply best practices
- Establish, communicate and follow work plans and schedules
- Gather, understand, and adhere to set requirements
- Carefully assess and define situations, tasks and problems
- Document and share important matters
- Systematic conduct of work
- Take full advantage of existing systems
- Seek to improve systems and develop new ones
- Maintain timely up to date records
- Take a holistic systems view to everything they do
- Learn, share and apply new relevant knowledge
- Plan, organize, schedule, and execute all database administration services tasks according to contractual commitments (SLAs), needs, and expectations

2. Service Delivery Responsibilities:

- Ensure databases are properly administered:
 - Server Management
 - Job Management
 - Problem and Incident Management
 - Proactive Monitoring
- Ensure the BEST database performance possible
 - Instance Management
 - Instance Management
 - Object Management
 - Performance Management
- Ensure the HIGHEST database availability possible
 - Backup/Recovery Management
 - High Availability Management
 - Space Management

- Ensure the HIGHEST database security possible
 - User Management
 - Privilege Management
 - Security Management
- Ensure MOST database functionality (capabilities) is leveraged
 - Installation Management
 - Configuration Management
 - Upgrade Management
 - Feature Management

Mission, Expectations and Accountabilities

Mission

As a Remote DBA Expert, your primary mission is to ensure the highest security, stability, availability and the best performance of the database environments under your care.

Performance Expectations

- Responsiveness
- Reliability
- Effectiveness
- Efficiency
- Repeatability

Key Accountabilities

- Teamwork
- Learning and Sharing
- Customer Loyalty
- Problem Prevention
- Problem Resolution

Other Important Considerations

Education, experience and certifications are key considerations in the process of selecting the best candidates to join our great team. Bachelor and master degrees are preferred and extensive experience working with the platforms we support is critical. Experience with remote service and support models is preferred but not required.

The Power of Diversity

The Remote DBA Experts team is a broadly diverse team. We believe that there is tremendous power in diversity. Our diversity is a critical success factor and is also very important to our "Great Place to Work" environment. When we recruit, we look for nice and smart individuals willing to continue to learn and become the best they can be regardless of their race, age, gender, religion, etc.

Thanks for taking time to read our paper! We hope you found informative and useful. If you wish to learn more about us visit our website at www.remotedbaexperts.com, call us on 412-208-1661, or send us an email to info@remotedbaexperts.com