

## RESTAURANT SERVICES, INC.

### Position Description

**TITLE:** Database and Data Warehouse Manager

**REPORTS TO:** Director, Systems Development

**STATUS:** Exempt

#### **SUMMARY:**

Restaurant Services, Inc., (RSI) is a not-for-profit, member-owned independent purchasing and supply chain management cooperative, formed for the purpose of leveraging the volume of the Burger King restaurants in the United States to achieve a cost-effective and efficient supply chain for member restaurants. Its Board of Directors is comprised of Burger King restaurant operators and the company operates in a close working relationship with Burger King Corporation. The mission of RSI is *to ensure, at the best cost and at established performance standards, a continuous supply of the products and services necessary to build, operate and maintain Burger King restaurants for the benefit of our members.* The Vision of RSI is *to be the best purchasing and supply chain organization in the food service industry.*

The Database and Data Warehouse Manager is responsible and accountable for the data warehouse and databases and is also responsible for the data warehouse system through its entire life cycle, from planning and analysis, to development, through implementation, maintenance and support. The Database and Data Warehouse Manager will work with the Director, Systems Development on prioritizing the development efforts and allocation of resources. The Database and Data Warehouse Manager will also be responsible for all production databases through their entire life cycles, from planning and analysis, to development, through implementation, maintenance and support.

The Database and Data Warehouse Manager will be responsible for the development and maintenance of our data warehouse. This data warehouse will contain Sales (DC and POS), inventory and performance management information for Franchisees, Distributors and Suppliers and is a core building block of our Integrated Supply Chain model. Confidentiality and security will be key considerations in the collection and use of this data. The Database and Data Warehouse Manager will need to interact with several different parties to adequately meet the business needs. This will include meeting with internal (SCS) and external business stakeholders to properly capture requirements in order to deliver robust database / data warehouse solutions. Strong project management skills will be necessary. The Database and Data Warehouse Manager will be responsible for all business and technical aspects of the data warehouse.

The Database and Data Warehouse Manager will also be responsible for the continued development and maintenance of RSI's other production databases. They will provide technical guidance to the other members of the team on table, procedure and query design. Over time, they should become knowledgeable on our data models and be the primary point of contact for questions regarding our data. The Database and Data Warehouse Manager will be an integral part of the systems development team aiding in the development of applications as principal owner of the production databases. The Database and Data Warehouse Manager will support the Systems Development effort by providing vital assistance around the areas of proper database design, optimized data access, writing and maintaining stored procedures, identifying and maintaining indexing schemes, data extraction, data migration, data transformation, and data replication.

Good communication skills and a cost effective business results orientation will be key to being effective in this position. The Database and Data Warehouse Manager will have to be able to clearly understand the needs and issues from a range of business users and be able to explain possible solutions to individuals with limited technical background.

The Database and Data Warehouse Manager will have supervisory responsibilities, which will include and are not limited to (1) conducting annual performance reviews (2) reviewing individual objectives and providing overall direction and mentoring as well as assisting in the selection and management of consultants in order to expedite development and provide expert technical advice.

### **RESPONSIBILITIES:**

- Overall architecture, development and maintenance of our data warehouse
  - Defining data sets
  - Maintaining metadata and models of the Data Warehouse
  - Extracting , transforming and loading of data
  - Database maintenance - backup, patches, tuning, log maintenance, etc.
  - Providing a secure environment which protects the confidentiality of the data
  - Working with the Data Quality Manager to ensure the validity of the data
  - Data Warehouse design for optimal performance
  - Providing data for reporting through OLAP, roll up tables and stored procedures
  - Providing performance measurements of data providers
  - Creation and maintenance of an emergency restoration plan
  
- Overall architecture, development, and maintenance of production databases
  - Maintaining data models of all databases with participation of IS team members
  - Providing data dictionary of all data elements
  - Transferring, replicating, and loading of data
  - Database maintenance - backup, patches, tuning, log maintenance, etc.
  - Database design for optimal performance
  - Creation and maintenance of an emergency restoration plan
  - Designing, developing and maintaining data replication
  - Archive of non-relevant and unused data

- Development of applications
  - Technical guidance on table, procedure and query design
  - Creation and maintenance of stored procedures
  - Interface with the Vice President and CIO of IS, Director, Systems Development, Senior Business Systems Analyst and Senior Network Manager to ensure that all application development is coordinated amongst the key IS groups
- Manage and mentor junior database staff
  - Efficiently delegate tasks and give adequate direction
  - Prioritize work and adjust when necessary
  - Provide guidance regarding training efforts
  - Obtain weekly status of tasks and discuss issues
- Participate in the selection and management of consultants
- Work with the Director, Systems Development on the database and data warehouse portion of the Information Systems budget.
- Provide weekly updates to the Director, Systems Development on the status of development, issues and problems.

#### **EDUCATION & EXPERIENCE:**

A four-year degree is required, preferably in either Business or Computer Science. The following experience is required:

- Project lead or management of significant Data Warehouse projects
  - Extraction, transformation and loading systems
  - OLAP database design and reporting systems
- Strong database development experience, 3-5 years
- Solid understanding of Data Warehousing concepts to include: Dimensional modeling, Schema types (Star and/or Snow Flakes), and Operational Data Stores (ODS)
- Strong database management experience (Microsoft SQL Server 2000, 2005), 3-5 years
- Strong SQL experience, working with sophisticated procedures, triggers, queries; 3-5 years
- Experience with one or more of the following:
  - MS Analysis Services, MDX, SSIS, Brio/Hyperion, Informatica
- Client/Server, Web Development a plus

**OTHER QUALIFICATIONS:**

- Strong management and project skills
- Self-motivated
- Ability to work independently and as a member of a team
- Strong analytical skills
- Team player with strong interpersonal skills
- Strong coordination skills
- Excellent written and oral communication skills
- Ability to identify problems and develop cost effective solutions