

Position Profile

Microsoft 365 Solution Specialist

This position is within National Office. It is part of the Information Technology team.

Position

- This position reports to the Manager Enterprise Applications
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:
This position is designated Band 5 under the *Schedule of Authorities and Delegations*
- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position works directly with children and requires a working with children related clearance

Purpose

As the Microsoft 365 Solution Specialist you will be an expert in Microsoft 365 services. You will be responsible for designing, building and conceptualising the needs of our staff as well as implementing projects. The role will appeal to someone who enjoys problem solving, is proactive, adaptable, looking for continuous improvement and is naturally client focused. The focus will initially be document management and migrations to SharePoint online.

Focus

To achieve this purpose, the position holder would typically:

- Lead the implementation of technical deliverables across several Microsoft 365 services.
- Work collaboratively with developers, system engineers, business analysts, technical leads, external vendors and testers to complete project deliverables and BAU deliverables
- Liaising with technical staff across the support model and/or external service providers to resolve incidents
- Contribute positively to promote a team approach, and develop sound working relationships with system business owners
- Ad-hoc development and implementation of M365-based technical solutions utilising native functionality
- Develop and execute test strategies, test plans and test cases with the relevant end user/s
- Ongoing training of IT staff and new staff, on-boarding of any new M365 resources

Outcomes

When things are going well we would expect to see these outcomes:

- High level of availability of all M365 platforms and applications with limited downtime
- High level of performance of all M365 platforms and applications
- Quick response and resolution to all M365 IT incidents and problems
- Delivery of M365 implementations on time, and within scope
- Design and lead solutions in M365 based on IT Strategy Roadmap

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- IT Management team
- Project stakeholders
- System Owners and SMEs
- All National Office teams

Outside The Benevolent Society:

- IT Suppliers
- Outsourced IT service providers including managed services across network, print, infrastructure and service desk
- Software vendors within portfolio of work

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- 5+ years' experience in planning, developing, and implementing Microsoft 365, SharePoint Online, Teams and One Drive coupled with relevant tertiary experience.
- Must have proven skills of migration paths from on-prem solution to M365 e.g. SharePoint migration
- Must have experience with document management (records management) and migrations to SharePoint online
- Strong skills in Microsoft 365 high-level auditing (security and compliance)
- Experience in X++, C#, and .NET technologies
- Excellent understanding of Microsoft Licensing and inclusions
- Consistent Documentation of Microsoft 365 solution designs
- Ability to define, scope and run a small to medium migration process regularly.
- The ability to effectively manage a number of competing priorities simultaneously and carry out non-routine tasks under technical direction from the Manager Enterprise Applications.
- Manage continuous maintenance of Microsoft 365 related systems e.g. Monthly Patching
- Familiarity with Microsoft Power Automate (Flow), PowerApps & Power BI
- Experience in process automation within M365
- Basic understanding of Azure cloud platform

This position may require some flexibility in terms of travel or hours of work:

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Those with knowledge of this position say the things that might make your day are:

Context

- Creating a timely, high quality solution to meet a particularly complex client need.
- No issues being escalated for remediation
- Microsoft 365 Implementations are delivered against the IT roadmap
- Satisfaction of working with end users to improve their day to day work efficiencies

Those with knowledge of this position say some key challenges you might experience are:

- Engage and motivate workforce to use new technologies with focus on M365 best practices
- Ensure that end users maintain and follow IT policies
- Prioritising work with the business to ensure that it's in line with short- and long-term IT Strategy.

Approvals

Approver Director, Human Resources **Date:** 14 February 2020 **Position Code:**

Review history V1.0 Release

Alternate titles Approved for use when advertising:

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.