

# ual:

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** SharePoint Administrator

**Accountable to:** Web Services Manager

**Contract Length:** Permanent

**Hours per week/FTE:** 35 FTE

**Weeks per year:** 52

**Salary:** £33,653 - £43,550 per annum

**Grade:** 4 (TBC)

**College/Service:** University IT Services

**Location:** LCC – Elephant and Castle

### Purpose of Role:

Responsible for the support of UAL's Microsoft SharePoint platforms and to administer, customize and develop them in response to the University's changing needs and through continued service improvement. To provide specialist technical support to the Web Services team; installing, maintaining and configuring applications supported by the team and in particular UAL's SharePoint environments. To support and promote the use of SharePoint across the University; providing support, guidance and training when required. To ensure release processes and procedures are maintained, enabling smooth transition into operations.

### Duties and Responsibilities

- Responsible for ensuring that service targets are met by investigating, diagnosing and contributing to the resolution of all incidents, service requests and, potential and actual service problems
- Works with the Web Services Manager to develop and maintain UAL's existing SharePoint platforms
- Responsible for configuring, monitoring and general trouble-shooting of UAL's SharePoint platforms including (but not limited to) managing site collections, permissions, usage reports and SharePoint search
- Responsible for monitoring and maintaining all aspects of UAL's SharePoint platforms; running audits on usage and health and providing reports and alerts as and when required
- Ensures that IT change control and release processes are followed, and that procedures are developed and maintained
- Responsible for checking, recommending and installing software upgrades and patches
- Undertakes service risk assessments and designs appropriate contingency plans to maximize service availability
- Performs analysis for change initiatives, and contributes toward projects delivery relating to the enhancement of UAL's collaborative working environment and intranet
- Supports the design of system architectures that provide robust, maintainable, extensible and highly available services; with a focus on UAL's SharePoint platforms
- Provides recommendations on best practice guidelines around SharePoint; works with the Web Services Manager to implement these best practice guidelines and ensure that they are maintained and managed
- Promotes the use of SharePoint working with Solutions Architects and Web Services Manager to ensure that it meets UAL business and technical requirements; identifying new areas that can be leveraged
- Develops and maintains close working relationships with third party vendors; coordinating work and liaising with customers to ensure excellent service delivery
- Keeps up to date with, and responds to, security issues and potential threats, informing and liaising with the IT Security team as appropriate
- Supports the successful management and documentation of existing Service Level and Operating Level Agreements and the development of new ones
- Produces and maintains service documentation and develops new service management processes
- Works with colleagues and shares knowledge so that continual service support can be provided
- Plans and prioritises own workloads to meet fixed deadlines
- Contributes to the ongoing improvement of development standards and ways of working including: developing test procedures and the adoption of agile principles
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc. with whom regular contact is required.

- Messaging and Office 365 team
- Technical Services team
- Project managers
- Internal Communications team
- Third party suppliers
- Business analysts
- Solutions architects
- Service desk analysts

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

**Other** (e.g. accommodation; equipment): None

Signed P Haines Date of last review 13/10/17

**Job Title: SharePoint Administrator****Grade: 4 (TBC)****Person Specification**

Specialist Knowledge/Qualifications	Demonstrable record of extensive and successful experience in the configuration, support, and maintenance of SharePoint Online
Relevant Experience	<ul style="list-style-type: none"><li>• Knowledge of installing, configuring, maintaining, upgrading and managing a SharePoint server/farm</li><li>• Experience in administration of SharePoint global policies, such as web application management, site management, application security, SharePoint server shared services, search administration, workflow management</li><li>• Knowledge of PowerShell</li><li>• Understanding of IIS 6 and above</li><li>• Understanding of out of the box SharePoint features and how they are used</li><li>• Experience of ITIL best practice guidance, in particular, Incident, Problem and Change Management</li><li>• Helpdesk call logging/Service Management software</li><li>• Practical experience of producing and maintaining technical and procedural documentation</li><li>• Proven experience of resolving problems and communicating technical information to technical and non-technical audiences</li><li>• Experience in managing cloud based deployments, in particular MS Azure</li><li>• Knowledge of web development principles and skills including HTML, JavaScript and CSS</li><li>• Experiencing in using code repositories and has an understanding of source control concepts</li></ul>
Communication Skills	Communicates effectively orally and in writing and/or using visual media
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student experience or customer service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

**Last updated: October 2017**