

M365 Administrator

Role Profile

Service: IT & Digital
Band: Band 9
Reporting to: Infrastructure Systems Manager
Responsible for: No direct reports



TRAFFORD
COUNCIL

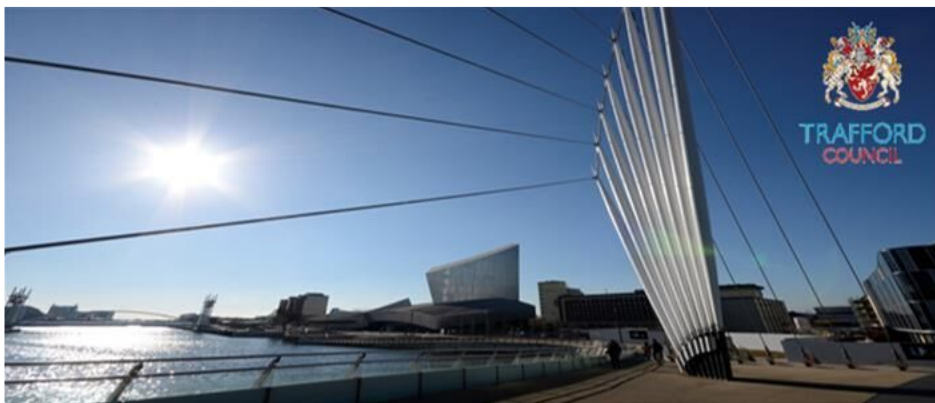
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Council's dynamic IT Operational functions sits within the IT & Digital service which part of the Finance & Systems directorate. IT Operations is key business enabler which manages, develops, administers, and supports the technology landscape that delivers the business applications for service areas to operate and deliver services to residents. IT Operations is a customer centric service focusing on delivering a high-quality service to ensure the business operates in a safe and secure way. The service is aligned to ITIL, an industry recognised service management framework and adopts a best practice approach, supported by robust project management methodology. ITIL is an integrated set of best-practice processes for delivering IT services to customers. The primary focus is to maximize value to customers (the business) by aligning IT resources with business needs.

This is an exciting opportunity for a Microsoft 365 Administrator; you will be key to the success of our Microsoft 365 deployment and associated suite of applications and how this used across the Council. You will be responsible for both the delivery and support of this suite of tools and applications. The Microsoft 365 Administrator will work closely with Security, Networking, Asset, and Infrastructure teams, along with the service areas within the council.

Your Main Priorities

- Developing and supporting the continuous expansion of the Council's Microsoft 365 environment which includes (not limited to) MS Teams, SharePoint, MS Azure, MS Active Directory and Security.
- Troubleshooting technical issues and resolving them in a timely manner such as email delivery failures or authentication problems.
- Providing third line support for end users experiencing problems with Office 365 applications and services.
- Managing the deployment of new features or functionality of the M365 product suite.
- Managing user accounts, licenses, and permissions in accordance with Council's IT policies.

Key duties

- Acting as subject matter expert and managing the administration of Azure AD.
- Managing license assignment with appropriate role assignments to user requests.
- Being responsible for the management and administration of O365 and Exchange online, using project management methodology to ensure that the planning and delivery of work plans are delivered successfully on time and to specifications.
- Managing the administration of Share Point / One Drive as required.
- Contributing to the development of a roadmap to delivery Microsoft 365 tools across the Council.
- Managing complex incidents on the Microsoft 365 environment efficiently.
- Managing and mitigating risks across the on the Microsoft 365 environment and with related projects.
- Analysing and monitoring for outages, trends, and global issues with Microsoft stack applications and systems.
- Assisting in the design and delivery of Microsoft 365 solutions.
- Being responsible for performance monitoring, server maintenance, and troubleshooting.
- Resolving alerts and performing remediation activities.
- Assisting with developing strategies, processes and procedures related to systems/application administration.
- Creating policies, procedures and controls where required.
- Working collaboratively across the wider IT & Digital Service, with cloud, application, and network administrators to ensure efficient operation of the end user computing environment and managing customer expectations in delivering a high-level service.
- Keeping up to date with the Microsoft 365 roadmap and preparing the Council's workforce and IT support teams for new features, including creation of support materials.
- Creating technical knowledge articles of implementations, break-fix solutions, etc.
- Assisting in creating knowledge articles for end-user documentation and frequently asked questions.

About You

Qualifications and Professional Development

- Qualified to ITIL, with a good practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business

- Evidence of continuous professional development

Experience and Knowledge

- A minimum of 2 years' experience in designing, deploying, and administering a Microsoft 365 environment at an enterprise level
- Experience in configuration, troubleshooting and supporting of SharePoint Online, MS Teams, and OneDrive for Business
- Advanced knowledge of Active Directory and Azure Active Directory
- Knowledge and understanding of access and identity management controls, data and cyber security issues and how to resolve
- Experience of office applications and utilisation of their benefits
- Experience of managing and monitoring service standards to meet performance standards and targets

Skills and abilities

- Strong interpersonal skills. Able to build excellent working relationships and work effectively with partners, maximising opportunities for innovation and improvements in IT service delivery
- Developed motivational and negotiation skills to influence all levels of management and achieve service objectives
- Effective communication skills, both written and verbal; communicating technical information clearly and articulately in a meaningful way to a wide variety of people at all levels
- Champion a customer focussed environment
- A proven ability to work well independently and in a team environment
- Effective project management and organisational skills; able to prioritise workload and manage competing service demands
- Strategic thinking and planning skills with the ability to anticipate risks/obstacle and exercise judgment before reaching a decision
- Proven analytical skills and able to interpret trends/information to formulate solutions to problems
- Ability to use initiative to identify opportunities to simplify processes; presenting new ideas and seeing-through proposals to improve service delivery and efficiency
- Adaptable and flexible in quickly learning and applying new concepts, whilst also maintaining knowledge by keeping up to date on service developments

Special Conditions

- Willing and able to travel to sites within the Trafford Borough

- Work on a shift basis between 07:00 – 19:00 Monday to Friday and a weekend rota every 4 / 5 weeks

Date prepared/revised	New role profile – 03/02/2023
Prepared/revised by	J Thomson / R Pollard
Job Evaluation	25/01/2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.