Infrastructure Services
University Services

SharePoint Administrator/Developer

POSITION NUMBER	0045397
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 8 - $99,199 - $107,370 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 12 months
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Luis Ortiz-Arguedas Tel +61 3 8344 1716 Email luis.ortiz@unimelb.edu.au *Please do not send your application to this contact*

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at http://about.unimelb.edu.au/strategy-and-leadership

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

Under broad direction of the Infrastructure/CRM Applications Team Lead, the Infrastructure Applications Analyst/Developer (SharePoint Administrator/Developer) is responsible for the activities involving support and development of SharePoint 365 components assisting end-users and projects in the implementation of a wide range of site collection, sites and custom templates. The Infrastructure Applications Analyst/Developer – SharePoint Administrator/Developer is part of a larger team providing 2nd and 3rd level support for all enterprise applications and local systems, ensuring these systems work as designed and are available as required

Reporting line: Infrastructure/CRM Applications Team Lead *

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Extensive

Operational context: *

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Provide 2nd and 3rd level support and to The University of Melbourne SharePoint 365 instance which includes site collections, sites and custom applications.
- Maintain SharePoint environment in line with the approved site architecture parameters, monitor and report site activity and potential variation to architecture.
- Ensure SharePoint best practice is utilised.
- Validate that any requests for additional functions to be activated or deactivated will not affect current integrations or applications including processes or behaviours
- SharePoint support and liaison with vendor as required.
- Develop custom applications and/or components on SharePoint 365 when required by the different projects or other areas of the university.
- Restore service as soon as practical providing in depth analysis of all functional and/or technical calls logged via Service Now, working closely with other Infrastructure Services support teams.
- Execute and complete assigned Service Request fulfilment.
- Compile and keep up all support artefacts in the agreed knowledge base.
- Act with the client's interests in mind ensuring deliverables are performed in a professional and appropriate manner.
- Act with professional integrity ensuring they are representing the team and wider University in an appropriate manner always.
- Work team focused and collaboratively on building strong and positive working relationships with other staff, teams and partners in line with the University Services values of University First, Service Excellence and One Team.

- Adhere to agreed processes and procedures in accordance with The University of Melbourne policies.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

Selection Criteria:

Education/Qualifications

1. The appointee will have: A degree in IT (Computer Science/Engineering) and/or 4+ years previous experience working as a SharePoint Administrator working with SharePoint Online/Office 365

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Previous experience working in Infrastructure environments coordinating changes and testing across multiple teams
4. Design and implementation of Office 365 tenants including Configuration, Exchange Online, SharePoint Online, Skype For Business and integration with other Microsoft Online applications.
5. Experience with user customisation, assistance and training.
6. Excellent problem analysis, root cause diagnosis, and solving skills, with the ability to analyse production incidents and lead and work effectively as part of a team of experts to resolve multi-functional problems.
7. Demonstrate an ability to communicate effectively across all levels of the organisation, adapt to change, and high degrees of initiative to meet service expectations, and handle multiple assignments to meet competing deadlines.
8. Strong evidence of customer focus and relationship management is essential for this role as the incumbent is representing Infrastructure Services to the wider University and be organised, detail oriented and accurate, and be adept at working independently and as a team player.

Other job related information:

Incumbent may be required to work outside of normal work hours and be on call