

**Position Description**

**Position title:** Microsoft Platform Specialist

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.”* *(1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |

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| **Position Details:**  |
| Position Title:  | Microsoft Platform Specialist |
| Division:  | IT Services, Solutions and Architecture, Applications |
| Reports to:  | Team Leader, Applications |
| Duration | 12 month Fixed term |
| Position Purpose | The Microsoft Platform Specialist provides technical support and advice to users across multiple locations, platforms and technologies specific to Dynamics 365 (Customer engagement) |

**Position Requirements (What are the key activities for the role?)**

**Key accountabilities**

* Promote and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency across teams
* Manage set-up activities for large-scale or complex deployments or changes to the organisations information systems to comply with operational requirement for service delivery
* Analyse and report on the performance of systems and applications to guide owners in the development of business cases for necessary upgrades or decisions that will reduce issues and/or eliminate adverse impacts upon service delivery
* Develop, review and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages
* 3rd level support on a wide range of systems and platforms and assisting peers.

**Key challenges**

* Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services
* Develop and maintain an active culture of technology awareness within the organisation
* Identify system, infrastructure and project interdependencies and balance competing demands to ensure project deliverables are achieved
* Manage conflicting and concurrent ICT infrastructure installation/upgrade/refresh projects and programs
* Building a knowledge base of Missions systems in order to provide sufficient support and guidance to peers and users.
* Keeping pace with new emerging technologies and trends, an open mindset that is flexible and adaptable.

**Key Activities**

* Second and third level support
* Configuration (development) and implementation – full SDLC
* Maintain and extend documentation
* Improve and optimise processes and procedures
* Analysis and design in alignment with third level support issues
* Change management
* Deployment management
* Build CICD pipeline
* Expand automated testing

**Experience guide**

* Microsoft Azure: Bots, Q&A, SQL as a service, security, storage, registered apps
* Visual studio: C#, ASP .net
* DevOps, CiCd Pipelines, Github – tfs branching and merging
* Test Automation development
* Dynamics 365 for Marketing / **customer engagement**
* SQL server; Transactional SQL, SSMS, SSIS
* Custom workflow assembly development
* CRM form programming (i.e. Java Script)
* Java
* Office 365

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| **Key Relationships** |  |
| **WHO** | **WHY/WHAT** |
| **Internal**  |
| **Manager**  | * Escalate issues, advise and receive instructions
* Report on platform technological changes as they arise
* Make recommendations for changes and improvements to process and practice
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| **Work team**  | * Inspire, guide, support and motivate team, provide direction and manage performance
* Review the work and proposal of team members
* Encourage team to work collaboratively to contribute to achieving the team’s business outcomes
* Work collaboratively to contribute to achieving multiple team’s business outcomes
* Participate in meetings to obtain the work group perspective and share information
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| **Clients/Customers**  | * Resolve and provide solutions to issues
* Develop and document solution requirements
* Enhance efficiency and quality of service to end users
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| **External**  |
| **Vendors / Suppliers**  | * Manage and report on supplier related KPI’s and performance targets
* Keep abreast of new technologies and trends within the industry
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**Capabilities for the role**

This role utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at https://www.sfia-online.org/en

**Capability summary**

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| Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities. |
| **Capability Group**  | **Capability Name**  | **Level**  |
| **Personal Attributes** | Display Resilience and Courage | Intermediate |
| Act with Integrity | Intermediate |
| Manage Self | Intermediate |
| Value Diversity | Foundation  |
| **Relationships** | Communicate Effectively | Intermediate |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Intermediate |
| Influence and Negotiate  | Intermediate |
| **Results** | Deliver Results  | Intermediate |
| Plan and Prioritise  | Intermediate |
| Think and Solve Problems  | Intermediate |
| Demonstrate Accountability  | Intermediate |
| **Business Enablers** | Finance  | Intermediate  |
| Technology  | Adept  |
| Procurement and Contract Management  | Foundational |
| Project Management  | Adept  |
| **People Management** | Manage and Develop People | Foundational |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Foundational |
| Manage Reform and Change | Foundational |

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| **Occupation / Profession specific capabilities**  |
| **Capability Set**  | **Category, Sub-category and Skill**  | **Level and Code**  |
| Skills Framework for the Information Age logo | Service Management, Service Operation, Service desk and incident management | Level 4 – USUP  |
| Service Management, Service Operation, Application support | Level 4 - ASUP |
| Service Management, Service Operation, IP Operations | Level 3 – ITOP  |
| Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning | Level 4 - HSIN |
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**Focus capabilities**

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

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| **Capability Framework**  |
| **Group and Capability**  | **Level**  | **Behavioural Indicators**  |
| **Personal Attributes** Display Resilience and Courage  | Intermediate  | * Be flexible, show initiative and respond quickly when situations change
* Offer own opinion and raise challenging issues
* Listen when ideas are challenged and respond in a reasonable way
* Work through challenges
* Stay calm and focused in the face of challenging situations
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| **Relationships** Commit to Customer Service | Intermediate | * Support a culture of quality customer service in the organisation
* Demonstrate a thorough knowledge of the services provided and relay to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Co-operate across work areas to improve outcomes for customers
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| **Results** Think and Solve Problems | Intermediate  | * Research and analyse information and make recommendations based on relevant evidence
* Identify issues that may hinder completion of tasks and find appropriate solutions
* Be willing to seek out input from others and share own ideas to achieve best outcomes
* Identify ways to improve systems or processes which are used by the team/unit
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| **Business Enablers** Technology  | Adept  | * Research and analyse information and make recommendations based on relevant evidence
* Identify issues that may hinder completion of tasks and find appropriate solutions
* Be willing to seek out input from others and share own ideas to achieve best outcomes
* Identify ways to improve systems or processes which are used by the team/unit
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| **Business Enablers** Project Management | Adept | * Prepare clear project proposals and define scope and goals in measurable terms
* Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
* Prepare accurate estimates of costs and resources required for more complex projects
* Communicate the project strategy and its expected benefits to others
* Monitor the completion of project milestones against goals and initiate amendments where necessary
* Evaluate progress and identify improvements to inform future projects
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| **People Management**Manage and Develop People  | Foundational  | * Clarify work required, expected behaviours and outputs
* Contribute to developing team capability and recognise potential in people
* Give support and regular constructive feedback that is linked to development needs
* Identify appropriate learning opportunities for team members
* Recognise performance issues that need to be addressed and seek appropriate advice
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| Occupation specific capability set (Skills Framework for the Information Age – SFIA) |
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| **Category and****Sub-Category** | **Level and Code** | **Level Descriptions** |
| **Service Management**Service Operation, Service desk and incident management | Level 4USUP | Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation |

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| **Purpose and Values*** Actively support Mission Australia’s purpose and values.
* Positively and constructively represent our organisation to external contacts at all opportunities.
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.).
* To help ensure the health, safety and welfare of self and others working in the business.
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

**Traits**

* “Hands on” – whilst documentation and design is important, the successful candidate will demonstrate good design in practice, willingly rolling their sleeves up, building and administering solutions and services on behalf of Mission Australia and ITS
* Team orientated – consultative and open, the successful candidate will ensure collaborative design is married with current industry practices, at times possibly realigning “the way we do things” with “the way industry current practice does things”.
* Cross industry aware – bringing an understanding of how other industry sectors solve business problems and, where applicable, implementing solutions based on that knowledge
* Flexible and responsive – Mission Australia practices “just-in-time” Architecture, and fit-for-purpose EA, the successful candidate must be able to work within an ambiguous Enterprise and Solution Architecture landscape.

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| **Qualification, knowledge, skills and experience required to do the role**  |
| * Relevant academic qualifications (technical and/or business related)
* Aware of all traditional architectural domains, Business, Application, Integration, Data, Information and Infrastructure & Technical
* Strength in Infrastructure & Technical domain preferred
* Strong knowledge of cloud, PaaS (Microsoft’s 365 suite essential)
* Demonstrated design, build and run skills in Office 365, Azure IaaS (incl. Azure AD), SaaS, platform integration, data classification and categorisation
* Demonstrated strength in understanding cloud costs and leveraging for best financial outcomes
* Strongly skilled in building deployment automation and test automation
* Ability to work independently yet keep the team on board and well informed
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| **Competencies**  |
| * Action oriented and takes accountability to achieve results in line with set timeframes.
* Builds and maintains sustainable internal and external relationships.
* Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
* Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
* Ability to deal with ambiguity and complexity.
* Ability to perform all aspect of the sdlc life cycle.
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| **Key challenges of the role*** Engage and influence decision makers to align ICT investment and operations with business strategic and operational objectives
* Delivering outcomes across a diverse range of commercial objectives
* Develop a collaborative partnership with business leaders to develop and implement IT solutions
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**Compliance checks required**

**Working with Children** [ ]

**National Police Check** [ ]

**Vulnerable People Check** [ ]

**Drivers Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  | **Ian Wilkins** | **Approval date** |  |