## 

Job Description

**Microsoft 365 & SharePoint Developer**

**Job Holder:**  Vacant (Previously Denis Brodovich)

**Reports to:**  Head of IT

**Grade:**  PM1/2

**Safety Status:**  Non-critical

**Date version agreed:** 23/02/2018

**1. Job Purpose**

* To provide a customer focused, reliable and flexible support service for the business.
* SharePoint & Office 365 developer with the passion for building solutions using the Microsoft SharePoint platform.
* Build on an existing SharePoint solution in line with the evolving Digital Workplace strategy.
* Enabling Service Areas to operate effectively and efficiently using technology.
* Constantly seek to improve existing sites and applications based on new technologies and Office 365 and SharePoint features.

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| **2. Safety Details** |  |
| **A.** This job requires **Security Clearance** (e.g. Running of Special Trains) |  |
| **B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) |  |
| **C.** This is a **Safety Critical Work Post** |  |
| **D.** This is a **Key Safety Post** |  |
| **E.** Reference to this job is included in West Midlands Trains’s **Safety Certification** documents |  |
| **F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) |  |
| **G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) |  |

**3. Dimensions**

**A. Financial:** None

**B. Staff:** None

**4. Principle Accountabilities**

* Maintain existing SharePoint solutions and implement strong supporting governance.
* Build custom business applications with out-of-the-box features and extend with custom scripts and coded applications.
* Evaluate existing systems, solutions and processes and provide ideas for improvement.
* Research and understand emerging practices (as you will be working on new Microsoft APIs and Microsoft platforms).
* Implementation and customisation of SharePoint-based solutions for Collaboration portals, Enterprise Content Management, Workflows and Enterprise Search.
* Plan content types and deploy custom lists and libraries.
* Develop, deploy and maintain client side rendering scripts and SPFx components.
* Author and execute PowerShell scripts that automate routine administrative tasks.
* Reviewing, implementing and maintaining search services, including defining and expanding search schema.
* Drive adoption and usage of Office 365 & SharePoint solutions.
* To provide prompt support from telephone, intranet and email requests to ensure operational problems are resolved as quickly as possible and within the IT Service Level Agreements.
* Provide help and guidance to customers of Office 365 including SharePoint Online, in order that they can make maximum use of IT and make training recommendations where appropriate.
* Working with vendor support contacts to resolve technical problems within the cloud provided services.
* Lead problem investigation to understand the root cause of a faults and lead problem resolution.
* Lead the implementation of designed solutions including testing and documentation with guidance and ongoing support.
* Follow the change management process to include risk assessment and prioritisation of a deployment and ensure a back-out plan is completed and represent the release management process on the Change Advisory Board (CAB) prior to changes being implemented.
* To produce standard configurations, documentation and procedures in order to streamline support processes and produce efficiencies within IT Services.
* Enter all comments correctly into the Service Management system and escalate to other support teams as necessary.

**5. Context**

**A: Operating Environment:**

Working mainly in the HQ Office but not limited to buildings across multiple offices. The role is required to be familiar with operational structure and responsibilities of each function within the company depots and stations.

**B: Framework and Boundaries:**

Carry out support, installation & maintenance activities to the cloud provided services implementing custom solutions to meet the business requirements.

**C: Organisation:**

This post has no direct reports

**6. Relationships**

**A: Reporting lines**

Report to Head of IT. Periodic one-to-ones are carried out to review progress and performance against objectives.

**B: Other Contacts:**

(i) Within the Company:

* Group IT Team
* WMT Finance and Contracts Director
* Fellow IT employees
* Employees

(ii) Outside the Company:

* Suppliers
* Internal and External Audit teams

**7. Knowledge and Experience**

* Ability to understand business challenges and implement solutions using as much out of the box SharePoint components as possible.
* Excellent communication skills with system users and vendors to identify, explain, and resolve complex problems.
* Strong interpersonal skills in a team-based development environment.
* Ability to work closely with user community in a professional manner.
* Ability to handle multiple tasks and meet deadlines.
* Technical creativity and ability to learn new technologies quickly and efficiently.
* Ability to work on a team as well as independently with minimal supervision to achieve project milestones and deadlines.
* Experience of hands-on SharePoint development experience creating SharePoint features and solutions including apps, content types, client-side rendering scripts and SPFx components (webparts and field customisers).
* Experience with design, development and deployment of enterprise level SharePoint portals using CSOM, JavaScript, jQuery, React, ASP.NET, C#, PowerShell scripting, CAML, LINQ, XML/XSLT, HTML and CSS.
* Proficiency in defining and maintaining Taxonomy Term Store(s)
* Experience with Azure (VMs, App Services, Hybrid Connections) and Office 365 development is a plus.
* Understanding of best practice information architecture, managed metadata, content types, enterprise search, custom refiners, and search-driven applications
* Knowledge of products to include Microsoft Cloud Technologies such as Office 365.
* Strong technical and problem solving skills with a demonstrated ability to perform support in Windows environment.
* Basic understanding of virtualisation technologies including Azure.
* Knowledge and experience of good customer service principles and practices.

**8. Job Challenge(s):**

* Diversity of custom business requirements and solutions.
* Ability to follow set standards and procedures.
* Prioritise the work load and react swiftly and efficiently to business critical related issues.
* Understanding the responsibilities of the Train Operating Company, Network Rail and Third Parties when it comes to attending depot’s and stations.
* To be flexible and adaptable to wide variety of IT related tasks required to be completed.

**9. Additional Information**

None

**10. Sign off**

**Job Holder:……………………………………………….. Date:………………..**

**Manager:………………………………………………….. Date:………………..**

**Nominated Deputies**

If this is a KEY SAFETY POST (2D is “checked”) a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of**

**Nominated Deputy: ……………………………………………………………....**

**Name of**

**Nominated Deputy: ……………………………………………………………….**

**Signature of**

**Nominated Deputy: ……………………………………………………………….**

**Date: ………………………………………………………………………………….**

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.