POSITION DESCRIPTION

POSITION TITLE	M365 Administrator
DIRECTORATE - SECTION	Corporate Services – ICT Services
LEVEL - EBA	8/9 - Salaried
RESPONSIBLE TO	Coordinator Data, Information & Systems

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

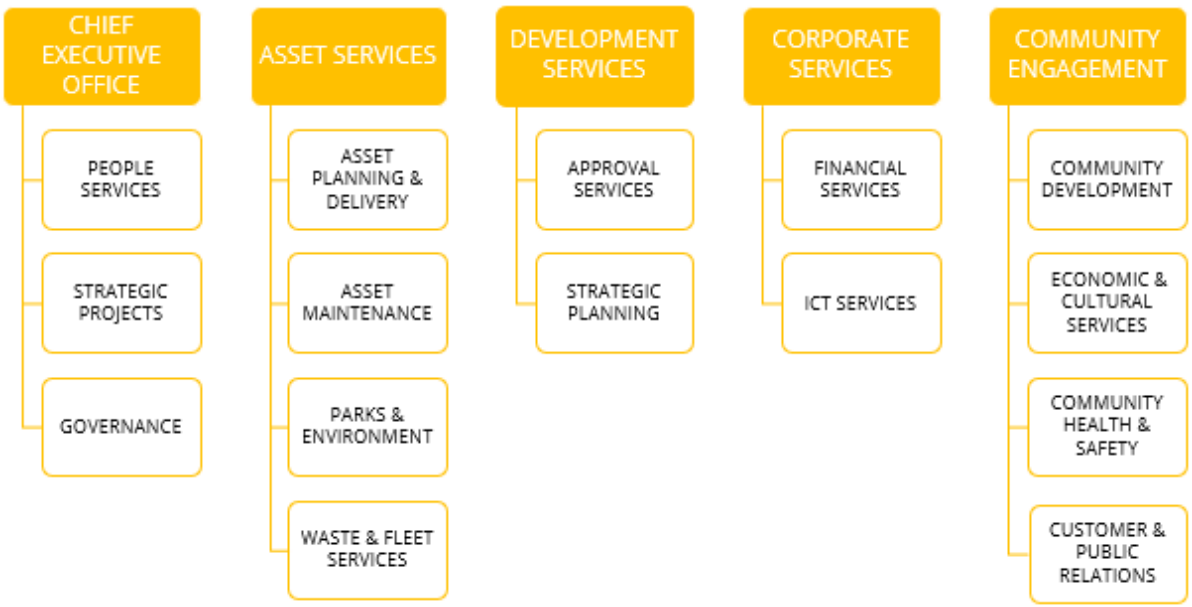
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

This position provides for the administration and implementing of the Microsoft 365 (M365) Framework, including SharePoint Online, Teams, OneDrive, and the other Microsoft items. The position will ensure that the City's investment in Microsoft 365 licensing is effectively used, and that information and data is structured and accessible.

KEY RESULT AREAS

PUBLISHING

- Plans and manages content publishing activities and assignments.
- Develops standards and procedures to support content publishing across one or more platforms/channels. Advises on the approach and techniques to be used for content publishing.
- Assures design of the overall content structure and style.
- Ensures that publication processes comply with agreed policies and strategies and legal requirements.
- Applies organisational guidelines and uses appropriate tools and techniques to provide publishing interfaces to new or existing platforms and applications.
- Selects appropriate channels through which content should be published. Provides advice to users and content authors to leverage the features of the relevant channels and tools used.
- Identifies the legal implications associated with publishing.

INFORMATION STRUCTURING

- Maintains and updates content management processes to meet the needs of users.
- Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures.
- Derives data management structures and metadata to support consistency of information retrieval, combination, analysis, pattern recognition and interpretation, throughout the organisation.
- Plans effective data storage, sharing and publishing within the organisation. Independently validates external information from multiple sources.
- Assesses issues that might prevent the organisation from making maximum use of its information assets. Provides expert advice and guidance to enable the organisation to get maximum value from its data assets.
- Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures.

DATA MANAGEMENT

- Investigates enterprise data requirements where there is some complexity and ambiguity.
- Plans own data modelling and design activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives.
- Provides advice and guidance to others using the data structures and associated components.

POWER APPS

- Defines and manages scoping, requirements definition and prioritisation activities for small-scale changes and assists with more complex change initiatives.
- Follows agreed standards and applies appropriate techniques to elicit and document detailed requirements. Provides constructive challenge to stakeholders as required. Reviews requirements for errors and omissions.
- Prioritises requirements and documents traceability to source.
- Provides input to the requirements base-line. Investigates, manages and applies authorised requests for changes to base-lined requirements, in line with change management policy.
- Determines requirements and specifies effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures and equipment.

CYBERSECURITY

- Works with internal teams to ensure business needs and priorities are understood and aligned to cybersecurity requirements.
- Maintains and operates within network security policies and procedures, for monitoring, reporting, and training.
- Provides direction on cybersecurity events.
- Monitors M365 ecosystem for security gaps and designs effective solutions.
- Investigates security alerts and provides incident response and reporting.
- Liaises with regulatory authorities and law enforcement agencies on incidents.
- Creates plans to help ICT personnel carry out proper security procedures.
- Provides security reports and updates.
- Advises the organisation including senior stakeholders on M365 current and emerging risks, security controls and best practices.
- Participates in both internal and external ICT audits and undertakes remediation activities relating to findings.

ITIL PROCESS MANAGEMENT

Works with internal teams to ensure agreed ITIL processes are implemented and managed with a particular focus of the following:

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Availability Management
- Capacity Management
- Security Management

BUSINESS IMPROVEMENT

- Contributes to business improvement within ICT Services.
- Maps ICT processes within the City's chosen mapping tool.

FINANCIAL STEWARDSHIP

- Contributes to the preparation and management of the ICT Services budget.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Relevant tertiary qualification and/or professional qualifications
- ITIL Foundation Certified
- Microsoft Certified

SELECTION CRITERIA

1. Significant specialist technical experience in a similar sized organisation.
2. Ability to express technical concepts effectively, both verbally and in writing relating these to business value, needs and drivers.
3. Experienced in maintaining, optimising, and aligning M365 tenant to the needs of an organisation.
4. Demonstrated ability to troubleshoot, operate and maintain MS Exchange, SharePoint, OneDrive, Teams.
5. Experienced in configuring M365 to manage processes and document storage efficiently and effectively.
6. Experience in M365 security management providing technical and administrative services to implement security controls and strategies.
7. Demonstrated ability to deliver quality customer service with a proactive and positive communication style.
8. Knowledge of the Local Government Act 1995 is desirable.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services
DATE PD REVIEWED/APPROVED: 5 August 2024