

Job Description

Post Title:	SharePoint Information Management System Administrator		
Directorate:	Business Support		
Department:	ICT		
Location:	Headquarters		
Grade:	C/D	Date:	November 2019

Responsible To:	SharePoint Coordinator
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Liaison With:	Employees across the Service, the ICT department
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Purpose of Job:

To support the SharePoint coordinator in the day to day management and development of the SharePoint Information Management System.

Facilitate customer requests for SharePoint functionality and provide a technical helpdesk function for user/system issues. Promote optimum usage of SharePoint functionality via periodic site reviews to identify administrative processes which could be improved with the implementation of SharePoint functionality.

Content management of the Service's intranet to a high standard to include liaison with departmental managers to ensure their content remains relevant and time specific. Develop new and existing web content areas to meet the needs of the organisation and its end users.

Main Activities, Duties and Responsibilities:

- 1.** Provide a helpdesk function for the SharePoint system to all users across the Service. Be competently knowledgeable on the functionality of SharePoint to troubleshoot and resolve technical issues, through configuration changes or applying technical SharePoint knowledge to resolve issues in line with the ICT service level agreement.
- 2.** Facilitate end user requests for document libraries, sites, SharePoint lists processes, and other SharePoint functionality. To accurately manage the Service's central meta data term store and create new content types in association with new document library/list requests.
- 3.** Periodically review departmental and station team sites to ensure best practice is adhered to and the sites meet user requirements. Recommend (and implement where applicable) improved usage and site functionality and workflow. Monitor site storage quotas and archive documents and list data in accordance with the Service Information retention policy.
- 4.** Provide training to end users in the SharePoint system's functionality and how it is used both across the Service and in their individual department. Create effective user guides and training materials.
- 5.** Ensure that content management of the Service's intranet is to a high standard to include liaison with departmental managers to ensure their content remains relevant, time specific and is published to the most appropriate area.
- 6.** Develop new and existing web content areas to ensure the intranet continues to meet the needs of the organisation and end users.
- 7.** Maintain user access control using Active Directory security groups in conjunction with SharePoint role groups setting levels of employee access to SharePoint as appropriate.
- 8.** Create and maintain business process flow maps for corporate and departmental processes built within the SharePoint platform.
- 9.** Testing of SharePoint functionality following software updates, server patching, and the implementation of 3rd party components. Identify issues, log and monitor to resolution.
- 10.** Work with small stakeholder groups to define and deliver, simple to moderately complex solutions to business challenges, using verbal and written persuasive communication techniques, negotiating with stakeholders to ensure solutions are a best fit for the business and majority of stakeholders.
- 11.** To carry out all tasks associated with this post in accordance with Leicestershire Fire and Rescue Service's Equality and Diversity Policies.
- 12.** To maintain compliance with Leicestershire Fire and Rescue Service's Health and Safety Policies.

13. To carry out such duties as may from time to time, be agreed and directed by the Chief Fire Officer which are commensurate with the grading of this post.

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual job will change and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result, the Authority will expect this job description to be subject to revision.

Signature of Postholder _____ **Date** _____

Additional Information for Job Evaluation

Budget Directly Responsible For:	0
Budget Indirectly Responsible For:	0
Number of Employees Responsible For:	0
Qualifications and Experience Required:	Experience of working with an IT system and a solid background in administration.