

Person Specification

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

Guidance Notes

Please note that 'Essential' denotes those requirements which the applicant **must** hold to be shortlisted for interview.

Requirements: E = Essential D = Desirable	Measures 1 = Application Form 2 = Testing 3 = Interview 4 = Other	E/D	Measure
Knowledge and Experience			
	Comprehensive knowledge and experience in the application of Microsoft Office packages including Word, Excel and Outlook.	E	1,2,3
	Sufficient experience or knowledge to manipulate SharePoint list data for reporting using advanced functionality such as pivot tables and formulas to generate visual representations.	E	1,2,3
	Experience of supporting customers, colleagues or users in troubleshooting issues with processes or systems and/or providing guidance.	E	1,3
	Ability to work autonomously managing and prioritising own workloads to ensure efficient delivery of business solutions in line with ICT service level agreement and manager expectations.	E	1,3
	Experience of working as part of a team to achieve team and organisational objectives.	E	1,3

Requirements: E = Essential D = Desirable	Measures 1 = Application Form 3 = Interview 2 = Testing 4 = Other	E/D	Measure
	Ability to learn the functionality of SharePoint quickly and sufficiently to be able to support users, troubleshoot and resolve technical issues, understand and identify software faults which require escalation.	E	1,2,3
	Ability to work with stakeholder groups to ensure benefits and risks are fully understood by stakeholder groups	E	1,2,3
	Knowledge in the use of SharePoint or similar information/document management system.	E	1,3
	Experience of working in a range of business administrative functions sufficient to recognise potential process improvements in various departments across the service using SharePoint functionality.	E	1,3
	Experience of contributing to the improvement of administrative processes.	E	1,3
	Ability to adapt to interruptions to work tasks from customers requiring immediate support and assistance with SharePoint issues	E	1,3
	Ability to develop training materials such as presentations, hand-outs and guides for SharePoint sufficient to instruct and train groups in an instructor led classroom environment.	E	1,3
	Knowledge of the principle and functions of a web based intranet. Experience in quality assuring content published to an organisations intranet.	D	1,3
	Verbal and Written Communication skills sufficient to communicate technical concepts and process definitions such that they may be easily understood by all users across the organisation.	E	1,3
	Experience of working with a high degree of accuracy and attention to detail sufficient to create technical documentation, record issues and communicate solutions to end users.	E	1,2,3
	Understanding of data protection legislation and how this impacts on the role.	E	1,3

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	The ability to determine the difference between a configuration issue and an underlying database or system functionality bug, sufficient to report and manage incidents with 3 rd party vendors	E	1,3
	Experience and knowledge of the importance of the concept of quality service and customer care.	E	1,3
	Proven experience of negotiation, influencing skills to ensure customers' needs are satisfied	E	1,3
Equality and Fairness			
	Sound knowledge of and commitment to, Equalities and Fairness and awareness of the responsibilities of the role and in the creation of training and training materials.	E	1,3
Qualifications and Training			
	Intermediate qualification or equivalent experience of using MS Excel	E	1,2
	Experience of working in an IT support function on a range of systems to support business process improvement gained in a working environment	E	1,3
Skills			
	Personal integrity and authenticity, able to demonstrate high personal standards in dealing with people.	E	3
Other			
	Must be willing to undertake a basic criminal records check	E	4

Guidance Notes

In weighing the factors "essential" denotes those requirements that the candidate **must** hold. The qualities specified must be strictly based on requirements to perform the job and must not be unnecessarily restrictive or demanding.