Position Description

Collaboration Technical Solutions Specialist

Business Systems & Information

Reporting to Collaboration Projects & Solutions Manager

Position Purpose

To establish best practices in the use of Collaboration Services incorporating planning, design and the provision of ongoing administration, technical operational support and maintenance; and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.

2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.

3. Deliver strategic priorities and contribute to the development of the culture, capability and performance of our people.

4. Design, develop and deliver fit-for-purpose Collaboration solutions to meet WaterNSW business requirements.

5. Manage Collaboration Solution implementations from initial installation to maintenance.

6. Check quality, performance and reliability of solutions plus provide support to coordinate User Acceptance Testing and monitoring testing processes to achieve successful outputs.

7. Build and maintain technical documentation for Collaboration solutions to ensure all aspects of solutions are tracked and available for future development, solution maintenance and knowledge transfer to other developers.

8. Recommend Microsoft Office365 Collaboration services and integrated products promoting usage and providing information, training and support for end users to increase adoption of these technology services in WaterNSW.

9. Present new ideas to increase utilisation of O365 services to ensure WaterNSW O365 technology generates ongoing value representing return on investment.

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Key Challenges

- Working closely with users and business stakeholders to analyse requirements, interpret requests and confidently consult on possible technical solutions.

- Working in a high-volume environment with competing priorities where work is regularly required on multiple tasks.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Corporate Communications & Community Engagement Team	WaterNSW Branding, media, intranet design, communication and organisational change.

Only nominate key internal relationships or groups of employees (i.e. field based teams) outside of the immediate team with whom this person will have significant regular contact.

Significant External Relationships

Stakeholder	Purpose of Relationship
Third Party Vendors or Partners	Development and enhancement work

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies - john

People	Level	
Driving Performance	A	• Communicates clear expectations about what is required • Conducts regular one on one meetings to provide regular feedback on work progress

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Awareness and Personal Resilience	A	• Is quick to initiate constructive conversations in relation to performance • Actively listens to understand before responding • Recognises own emotions and their effects, and is always aware of own response to pressure and change • Uses effective strategies to stay calm and composed under pressure • Continuously demonstrates personal integrity, honesty and sincerity • Recognises when to ask for support when under stress

Customer	Level	
Customer and Service Responsiveness	A	• Uses appropriate questioning techniques to understand the underlying issue for a customer

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		• Takes responsibility for delivering on promises made
		• Takes responsibility to resolve or escalate customer issues
		• Understands own and teams' impact on the customer and services provided

Business	Level	
Analysis and Problem Solving	A	• Finds and uses information from a variety of sources when solving problems
		• Diagnoses the root cause of a problem to ensure solutions are effective
		• Uses logic and common-sense principles to understand problems and identify solutions
		• Implements solutions within own work

Planning and Delivering Results	A	• Completes work in a timely manner to expected standards
		• Identifies issues or roadblocks, looks to solve first and if needed advises upwards
		• Plans and organises work by drawing on necessary tools and resources
		• Monitors the progress of plans and deliverables
		• Identifies more critical and less critical activities; adjusts priorities when appropriate
		• Displays drive and a clear focus on achieving results

Technical Competencies

Competency	Level	
		•

Mandatory Candidate Requirements

Qualifications:

- ITIL Certification
- Tertiary Qualification in ICT, Computer Science, Business Analysis or equivalent.
- Current NSW Drivers Licence

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Knowledge:

- Industry knowledge around collaboration solutions and competitive knowledge including solution, technology and product offerings.

- Knowledge of legislation and standards relating to information and records management.

- Strong knowledge of SharePoint Architecture and Governance (both on premise and cloud)

Experience:

- Minimum 5 years + experience in a similar role in an enterprise environment.

- Proven business analyst skills to facilitate sessions, apply analytical thinking and solve problems with strong oral and written communication capability.

- Experience in implementing power platform applications.

- Proven experience in configuring, administering and developing SharePoint and Office 365 solutions, including Flow, Power Apps, Teams and PowerBI.

- Hands-on experience administering and managing SharePoint Online, Information Architecture and Taxonomy.

- Proven background in programming languages (specifically .NET and SPFx frameworks)

- Experience with Azure Active Directory (AAD)

Favourable Candidate Requirements

- SharePoint and/or Office 365 Certification.

- Experience in the use of Electronic Data Record Managements such as HP-RM8 or HP-CM9.

- Organisational skills and a demonstrated capacity to prioritise work.

- Demonstrated commitment to accuracy and attention to detail and experience in handling confidential information.

- Organisational Change Management experience.

Pre-Employment Checks Required

- Identification

- Qualifications

- Drivers Licence

- Police Check

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