FALMOUTH UNIVERSITY

JOB DESCRIPTION	**DIGITAL EXPERIENCE**

Job title: Microsoft 365 Support Analyst

Grade: Grade 4

Responsible to: Head of Digital Development and Support/Digital Development and Support Team

Date: November 2024

Job purpose: The purpose of the Microsoft 365 Support Analyst is to assist in the support of optimum productivity solutions using 'out of the box' functionality in Microsoft 365 applications, and the support of those applications as part of business as usual.

On a day to day basis as an Microsoft 365 Support Analyst you will be part of the Digital Development and Support team providing advice and support to staff focused on improving how they use Microsoft 365 applications to support collaboration, communication and productivity. There are lots of exciting opportunities for on the job upskilling in areas such as Agile , Power Platform Development and Business Analysis. There will be a requirement to support other Falmouth business applications; for those training will be provided. You are expected to take on small projects and assist on larger ones delivering optimum solutions to the business that may span more than one Microsoft 365 application, for example MS forms, SharePoint, Lists and Power Automate.

You will assist in actively promoting the digital capabilities and supporting an active Digital Knowledge Viva Engage Community to deliver business value and promote user adoption. This includes delivering regular short webinars to promote new features and tools within the Microsoft 365 application set.

Main duties and responsibilities

Support, Training and Guidance

1. To manage support tickets through the service management call logging software to a high standard following ITSM principles and within service level targets.

2. To own and participate in troubleshooting and incident resolution activities, ensuring support SLA's are met.

3. Provide a high level of service to our customers & seek ways to continually improve the support service to our clients. Proactive and constantly seeking to learn and improve both self and team.

4. Produce high quality support documentation and bitesize video tutorials using MS Stream, including $1^{st}/2^{nd}$ line materials for the team support knowledgebase.

5. To work closely with senior team members to help identify were a support request may be a required project requirement.

6. Share your knowledge of Microsoft 365 and other Business Applications with teammates and guide them in the resolution of complex technical problems.

7. To assist users in the execution of work through demonstration, advice and assistance. This includes supporting and coaching learners using learning technologies to deliver skills.

8. To design course materials and other materials such as handouts, manuals and exercises in support of the learning process.

Business Improvements

9. To assist with investigations into new Microsoft 365 technologies and 3rd party integrated apps through self-initiated research and active engagement in technical communities.

10. To assist with identifying business inefficiency through participation in business user meetings, the active O365 community or by being part of small group requirements workshops.

11. To assist in the proposal of innovative solutions using Microsoft 365 applications, for example but not limited to MS Teams, Flows, SharePoint Online, OneDrive for Business, MS Forms, and/or Nintex forms etc.

12. Working to the standards set by senior members in the team design, develop and configure simple solutions in order to introduce the new functionality as proposed with appropriate documentation and support materials.

13. Ensures that new solutions are appropriately tested using agreed standards and formally accepted by customers against the agreed specification.

User Adoption

14. Assist with promoting engagement with M365 training and educating end-users on M365 capabilities and collaboration tools (Teams, OneDrive, OneNote, SharePoint, Flow etc).

15. To capture and share 'success stories' to demonstrate business value.

16. Contribute to guidelines for how Microsoft 365 tools are used for the organization and how we expect users to interact with Microsoft 365.

Administration and Management

17. To deputise for Senior Support Analyst's as required, and act as a secondary point of contact ensuring any issues are escalated to senior colleagues in their absence.

18. Contribute to relevant technical or other working groups/committees as determined by the Head of Service.

General duties and responsibilities

To work within and actively support the equality and diversity policies and practices of Falmouth University.

To notify a more senior member of staff of any errors or concerns at the earliest opportunity.

To participate in the annual Performance Development Review process.

To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.

To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.

To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.

To be responsible for your own continuing self-development.

To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.

- You work co-operatively with other staff who have responsibility for health and safety requirements.

- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.

- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).

- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Relevant Qualification (e.g. NVQ4) or equivalent qualification in a relevant IT subject, e.g. computing, or equivalent professional experience.	Degree or professional diploma in a relevant subject, e.g., computing, information systems etc. or equivalent relevant experience. Attainment of a Microsoft Office/ O365 qualification or equivalent relevant experience. ITIL Foundation Qualification
Experience and knowledge	Knowledge and experience in Microsoft M365 Cloud applications /services utilising out of the box functionality, i.e. SharePoint Online, MS Teams, Lists, OneDrive for Business, Office 365 Groups, Power Automate and forms. Experience of IT application support and customer service delivery. Specialist IT skills appropriate to the development of e-learning materials. Knowledge and experience in modern information management practices, e.g. Meta data, tagging and content types. Evidence of effective planning and prioritising work without supervision. Knowledge of ITIL and/or IT Service Management principles. Knowledge of technical testing and user acceptance testing (UAT) practices. Understanding of databases, database structures and integrations	Demonstratable experience of developing SharePoint Workflows for business improvements. Experience of creating Microsoft 365 Power apps. Demonstratable experience of developing SharePoint Workflows using Nintex. Previous relevant experience in a HE environment. Previous experience and knowledge of SharePoint 2013/SharePoint Online in a MAC based user environment.

| Skills and personal requirements | Excellent communication – verbal, written, presentations (to a range of stakeholders).

Ability to communicate clearly and effectively at all levels and disciplines within the organisation, including sharing knowledge and developing productive working relationships with stakeholders.

Positive approach to customer service.

Analytical and results orientated. Pro-active and passionate about digital literacy and technology.

Ability to clearly identify and understand customer needs and service implications.

Confidence to challenge existing work practices; to produce options and proposals; to make improvements; lead constructive technical discussions. | |