UNION JOB DESCRIPTION

JD6183

JOB TITLE:	Senior Microsoft 365 Administrator	**JOB DESCRIPTION NO.:**	6183
CLASSIFICATION:	Programmer/Systems Analyst IV	**GRID/PAY LEVEL:**	F MB43
COLLECTIVE AGREEMENT:	Facilities Subsector	**HSCIS NO.:**	10513
UNION:	HEU	**JOB/CLASS CODE:**	40797
PROGRAM/DEPARTMENT:	Information Management/Information Technology	**BENCHMARKS (If Applicable):**	10513
REPORTING TO:	Manager, MS Platforms & Cloud Services		
FACILITY/SITE:	Royal Jubilee Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, MS Platforms & Cloud Services, and receiving day to day direction from the Microsoft Platforms Team Leader, the Senior Microsoft 365 Administrator functions as a senior escalation point and subject matter expert for the operational support, availability, and integrity of enterprise Microsoft technologies across Island Health.

The Senior Microsoft 365 Administrator is responsible for evaluation, planning, development, installation, configuration, testing, maintenance, end-user training, and on-going support of complex and integrated services.

This position plays an integral role in the development and sustainment of Microsoft 365 tools, both in its current state and as the organization deploys additional tools and integrations, all performed according to established policies, procedures, and standards. This position will work closely with counterparts across the province on provincial initiatives and with key strategic partners to ensure M365 meets current and future business requirements of Island Health.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervises Programmer Analysts and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.

2. Provides day-to-day administration of M365 tools by performing duties such as overseeing incident and request tickets, establishing access and control guidelines, maintaining and monitoring related infrastructure, and developing standards and best practices for use of the systems, and acts as an escalation resource for complex technical issues. Functions as a senior technical resource, providing operational support, technical expertise, technical oversight, and service delivery guidance for enterprise M365 platforms and associated technologies.

3. Coordinates systems development projects by meeting with Managers to review current methodologies; identifies resource requirements; projects milestones and deliverables; conducts feasibility studies, cost/benefit analyses and project planning; maintains project documentation, evaluation criteria and authorizations. Provides technical expertise, risk assessment, operational readiness review, and lifecycle management input throughout project planning, implementation, enhancement, and upgrade activities.

4. Develops specifications for M365 and integrated systems by performing duties such as gathering detailed information from user departments; developing and documenting systems and procedures by detailing system specifications; and preparing detailed implementation plans.

5. Participates in provincial technical committees and working groups to provide Island Health input and expertise on M365 tools; assists in developing, implementing and supporting provincial standards for new and existing technologies using project management methodologies. Acts as a liaison between provincial committees and Island Health; tests and evaluates new equipment and procedures; makes recommendations and provides feedback and reports as necessary.

6. Responsible for maintaining cloud and infrastructure components that support enterprise-wideM365 services including but not limited to the configuration and maintenance of settings, licensing, policies and groups within the M365 environment Plans, performs, and coordinates the installation, configuration, upgrade, maintenance, security enhancement, corrective repair, and lifecycle management of M365 infrastructure and services including performing risk assessment, documenting changes and coordinating approvals.

7. Maintains the integrity and reliability of access to information within file systems and the M365 environment, including data protection, retention, backup, and recovery capabilities where applicable. Maintains and contributes to disaster recovery, business continuity, operational resilience, and contingency planning processes for supported services.

8. Plans, evaluates, and implements new functionality deployed by Microsoft within the M365 environment Provides recommendations related to service delivery improvements, operational resilience, technical standards, security standards, and platform governance.

9. Participates in the development of department standards, procedures and implementation of best practices. Develops, reviews, maintains, and supports automation, orchestration, and administrative scripting solutions using supported scripting languages and tools to improve operational efficiency, consistency, reliability, and service delivery.

10. Liaises with vendors to ensure that software and system issues are resolved in a timely and cost-effective manner. Coordinates advanced diagnostics and troubleshooting activities requiring in-depth knowledge of endpoint operating systems, identity services, networking concepts, communication protocols, cloud services, and integrated third-party technologies.

11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Graduation from a recognized degree or diploma program in Computer Science, four years' recent related experience, or an equivalent combination of education, training, and experience.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to write programs in a variety of programming languages.
- Ability to organize work.
- Ability to operate related equipment.