

Job Description

Job Title	Teams / SharePoint Specialist
Directorate	Strategy and Change
Service Area	ICT and Digital
Grade	9
Competency Level	Level 2
Salary	£53,051-£58,543
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9367

Job Purpose

Responsible for the technical development and implementation of Microsoft Teams and SharePoint based solutions, and for the strategic use of the technologies. Working within the Digital Services team, the role will be responsible for development of solutions using Teams, SharePoint and the wider Microsoft 365 stack, working with service areas across the council to provide better services to the residents and businesses of Liverpool, as well as supporting colleagues and members with improved services.



Directly Responsible For:

None

Directly Responsible To:

Technical Lead

Main Areas of Responsibility:

- Lead application development within the Microsoft 365 environment using tools including Teams and SharePoint, as well as the wide 365 stack
- Work with the Technical Lead to define the strategic and technical direction for the area of discipline covered by the role
- Support the technical lead on development strategy, ensuring that solutions are at or above industry, national or competitive standards to deliver a superior user experience
- Liaise with the Project Management team, Technical Lead and internal and external customers to ensure timely delivery of applications and services
- Develop team processes, standards and guidelines to ensure a high quality and consistent experience for the customers of Digital Services
- Identify opportunities to enhance online systems or applications and improve the user experience
- Work with customers across Liverpool City Council to identify areas for improvement, and assess the impact of change, and define alternative solutions
- Support the development of management information and analysing trend and user research to inform, determine and define appropriate customer experience for each channel
- Support the Technical Lead in defining project costs, timescales and solutions and participate as a team member on development projects to realise project objectives.

- To provide design assurance/QA at the system/service level to ensure developments are undertaken in alignment with the requirements/specifications
- Support the Project Managers with client liaison throughout the project life, managing expectations and ensuring project milestones are achieved
- Support the development of new business solutions, which typically involves working with the client to develop an understanding of the most appropriate technical solution to meet the business need
- Actively take ownership through the team and across the business for the Microsoft 365 environment
- Third line application support and maintenance for legacy and newly developed applications
- Implementation and support of specifications and technical implementation documentation to published quality standards
- Input into the technical design aspects of all Digital Services projects as appropriate
- Implement and support the technical strategy in association with the Technical Lead and Head of Service
- Provide co-ordinated and timely designs for work requests arising from change and other processes ensuring that overall strategy and best practice is adhered to
- Input into business case production as required
- Adherence and development of Digital Services strategy, policy and guidelines
- Adherence to technology standards
- Produce technical implementation documentation as required
- Keep up to date with new digital developments and technologies, assessing their relevance to Digital Services clients and markets

Supervision and Management Responsibility:

None

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role will involve the use of Display Screen Equipment (DSE), including but not limited to screen, keyboard and mouse
- This role could involve sitting for long periods of time whilst using DSE

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent qualification in software engineering or a related subject (IA)

Desirable

- Appropriate professional qualifications in related subject, e.g Microsoft certification in 365, SharePoint and Teams

Experience

Essential

- Experience of developing and supporting in a technical development team in a multi-application environment (IA)
- Experience at a substantive level of developing on the Microsoft 365 stack, to include a substantial amount of development using: (IA)
 - Microsoft Teams
 - Microsoft SharePoint
 - Power Platform
- Track record of planning and delivering successful projects and initiatives, including project management and demonstrable third-party management (IA)

Desirable

- Experience of wider web application development, including any of the following:
 - Microsoft .NET Framework
 - Microsoft Azure
 - Umbraco CMS
 - C#
 - HTML5/JavaScript.
 - Microsoft SQL Server
 - WordPress
- Experience of developing and implementing technical strategies, guidelines and standards
- Ability to produce Technical Implementation documentation as required
- Experience of working in a DevOps environment and working with Agile project management methodologies.

Skills/Abilities

Essential

- Ability to analyse information, think creatively and to advise on new solutions, initiating and developing new ideas that add value to the service offering (IA)
- Professional approach and positive attitude, with strong problem-solving skills (IA)

Desirable

- Excellent communication skills, with the capacity to clarify technical issues

- Organised and self-motivated with the ability to meet deadlines and strict time constraints within a multi-project environment
- Ability to liaise professionally and build relationships with senior and technical staff within the city council, Digital Services clients and third-party suppliers

Commitment

Essential

- Ability to understand and anticipate customer needs and aspirations, owning their issues through to resolution (IA)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council