Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: M365 & Power Platform Technical Specialist

Department/Division: DTS **Accountable to: Senior M356 Productivity & Collaboration Administrator Expert**

Job Summary

The M365 & Power Platform Technical Specialist is primarily a developer position, focused on delivering new capabilities and automating processes that will improve, upgrade and optimise the legacy systems and processes currently in place.

The specialist will focus primarily on the Power Platform and SharePoint Online and will also be expected to have a wider ranging knowledge around the general M365 environment including but not exclusively use of Admin portals, Azure Portal and deploying policy changes.

Key tasks will include:

- Delivering the design and development of solutions to automate business processes using Power Platform
- Translate business requirements as described in user stories into working solutions within the Microsoft Power Platform
- Communicate and translate process automation requirements to both technical and non-technical stakeholders
- Engaging across the business to understand user and business requirements and application software development needs

Undertake regular audit of platform processes and artefacts and make/execute recommendations for improvement

Duties and Responsibilities

Knowledge and Experience

- Having acted a technical escalation point: you will be a Subject Matter Expert for the School's Power Platform capability
- Championing and supporting the software development lifecycle of Power Platform solutions
- Designing, developing and implementing no-code/low-code applications and solutions where practical on the Power Platform to support automation, integrations, and data flows solutions for internal and external clients

- Using a continuous delivery framework and best practise Agile/Scrum
- Creating appropriate technical documentation for ongoing development and support of the applications and solutions
- Establishing pre-emptive testing arrangements, handover criteria and a document/knowledge set for service transition and ongoing support
- Ensuring robust access and information security configuration including using Role Based Access Controls for published business applications and solutions

Communication

- Communicate effectively with staff at all levels in DTS and other departments to ensure high quality services are delivered.
- Communicate and liaise with external suppliers and sector partners.
- Assist other staff of the department regarding analysis, design and development of various systems and applications.
- Attend appropriate conference/seminar events and disseminate information gained.

Teamwork and Motivation

- Be an active participant in a self-managing, Agile team.
- Liaise with users and their colleagues, other staff within DTS and other IT providers, LSE Departments and external organisations as appropriate.
- Lead on projects to develop new technical solutions for the School.

Liaising and Networking

- Build and maintain effective working relationships with colleagues in DTS, Business Led Technology Teams and other departments for the mutual exchange of information, the planning and delivery of solutions and projects, and for the resolution of problems.
- Assist in vendor relationship management, including the development and enforcing of appropriate service level agreements.
- Build and maintain relationships with external suppliers, consultants, sector partners and community peers to obtain high-quality provision of products, solutions and information relating to the delivery of Data and Technology solutions to the School.
- To work closely with the Data and Technology Operations group teams to ensure that data is accessed securely
- To work closely with Data and Technology Operations teams to ensure that appropriate training material and support documentation is in place and that support paths are clear.
- To maintain a positive customer relationship between DTS and colleagues across the LSE.

Service Delivery

- Provide analysis, design and development to a high standard in collaboration with clients and other DTS staff.
- Provide support to a high standard for various systems and applications and sharing of knowledge to colleagues where required:
- Produce technical documentations to a high standard, including specifications for requirements and solutions, user manuals and other necessary internal notes/documents for knowledge base.

Planning and Organising Resources

- Develop and forward plan development and maintenance in close collaboration with colleagues within DTS, with excellent organisational skills, strong attention to detail and in-depth technological know-how.
- Become familiar with relevant School IT-related procedures and policies.
- Manage, escalate and review as required all support requests by leveraging IT resources across

the School.
- Inform and implement relevant elements of the School's Data and Technology strategy.

Initiative and Problem Solving
- Be able to discover, advise and solve issues faced by DTS clients.
- Produce as required the documentation to effectively develop and maintain projects and service operations.
- Be able to apply knowledge of industry and sector developments to the benefit of the School.
- Lead, as necessary, the solution of problems on behalf of the user where this involves liaison with other members of DTS, Business Led Technology Teams within the School or external suppliers.

Investigation, Analysis and Research
- To maintain a high degree of expertise and to stay up to date with technical, industry, legislative, and other developments involving business intelligence applications and solutions, while maintaining an awareness of current technologies and the resolution of faults.
- To identify relevant risks and ensure that these are recorded and managed appropriately.
- To advise the Senior M365 Productivity & Adoption Specialist on suitable products within the M365 Product Suite to meet identified needs
- To advise the Senior M365 Productivity & Adoption Specialist on the relevance and suitability of new and emerging technical and operational standards.
- To share knowledge and experience with peers in and outside of the academic community through regular attendance or presentations at relevant events and conferences.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Free Speech
The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and inclusive university. All staff are expected to contribute to a working, teaching and research environment in which people are treated with dignity and respect, and to comply with LSE's duties to prevent unlawful discrimination, harassment and victimisation on the grounds protected by the Equality Act 2010. LSE is also committed to advancing equality of opportunity in relation to social and economic background. These expectations do not require staff or applicants to endorse any particular political, philosophical or contested viewpoint, and are subject to LSE's statutory duties and commitment to protect freedom of speech and academic freedom within the law, which includes the right of academic staff to question and test received wisdom, and to put forward unpopular or controversial opinions.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and

familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental and energy impacts in the performance of the role and actively contribute to the delivery of the LSE Sustainability Policies.