Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: M365 & Power Platform Technical Specialist

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

Competency	Criteria	E/D
Knowledge and Experience	• Microsoft certifications or equivalent relevant experience.	E
	• Experience developing, implementing and enhancing Power Apps model-driven and canvas applications, including Power Apps formulas, Dataverse and integration with relevant data sources within AML Framework	E
	• Strong experience across Microsoft Power Platform, including Power Apps, Power Automate, AI Builder, Copilot Studio, custom connectors and APIs/REST service integrations.	D
	• Experience of Microsoft 365 and SharePoint Online, including site structures, permissions, application development and integration between Power Platform, SharePoint and OneDrive.	E
	• Experience of supporting technologies including PowerShell, SQL, HTML,JSON, JavaScript	E
	• Azure Logic Apps/Functions and modern web application development.	D
	• Understanding of Power BI, reporting, Agile and DevOps approaches and their application within Microsoft cloud services.	D
	• Experience in other SaaS tools and CRMs – Particularly Salesforce with Apex, Automation Development	E
	• Exposure or experience of Powershell, SQL, HTML.	E
	• Multi-platform support and App development on Android, iOS, Windows, and Chromebooks Ability to create custom connectors for Microsoft Power Platform.	D
	• Experience with API or Rest services integrations.	D

Communication	• Demonstrable ability to communicate clearly using appropriate styles, methods and digital channels to maximise understanding and impact, including communicating consistently with teams and colleagues. • Confidently handles challenging conversations and situations, listens to and respects different views, and supports others where appropriate.	E E
Teamwork, Motivation and Development	• Demonstrates enthusiasm, a can-do attitude and commitment to delivering the work of the department, while understanding how the role contributes to team objectives. • Works collaboratively, supports colleagues when required and contributes positively to product team delivery and development. • Knowledge and experience of DevOps processes	E E D
Liaison and networking	• Experience facilitating customer/stakeholder feedback, understanding concerns and issues, and sharing knowledge and experience effectively with others. • Builds effective working relationships across the organisation and takes a proactive approach to liaison and collaboration with colleagues and stakeholders.	E E
Service Delivery	• Demonstrable customer-focused approach with experience of effective service delivery, including Change and Release Management processes. • Knowledge of service standards, monitoring and continuous service improvement.	E E
Planning and Organising	• Able to plan and prioritise own work, follow processes efficiently and deliver agreed outcomes at pace. • Identifies opportunities for process improvement and can clearly articulate the benefits of proposed improvements.	E E
Initiative and Problem Solving	• Able to operate independently, gather relevant information and resolve unexpected situations and problems effectively. • Identifies opportunities to improve processes, understands where processes are mandatory and seeks appropriate support when required	E E

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E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.