

## Microsoft 365 Developer

<b>Department:</b>	IT& Digital Services
<b>Grade/ Salary:</b>	Grade 8, £48,250 - £55,318
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	35 per week (Full time)
<b>Location:</b>	New Cross, London

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.

### Department of IT& Digital Services

The Department of IT and Digital Services (IT&DS) is responsible for providing IT and Digital services to support the learning, teaching, research, and administrative work of Goldsmiths. The Department plays a key role in ensuring that staff and students have excellent digital experiences that enhance their experience of working and studying at the College. The Department also plays a vital role in developing and supporting all major business systems, ensuring that products and services are resilient and can meet user needs.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
we are different

## Job description

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Reporting to: Collaboration and Integrations Services Manager

Reports: None

### Summary:

Reporting to the Collaboration and Integrations Services Manager. The role of the Microsoft 365 Developer will be working in both project delivery and ongoing run, administration and improvements to our Microsoft 365 collaboration products and platforms. As a Microsoft 365 subject matter expert, with strong skills in, SharePoint, Teams, Intune, Power Automate and Microsoft Graph you will be part of a team who are responsible for driving adoption of the Microsoft 365 stack across the organisation. The role will include designing, planning, migrating, optimising, and supporting the services delivered by IT & Digital Services

### Main duties:

- As a member of the Collaboration and Integrations Services team, executes the Digital Strategy, and ensures its alignment with the enterprise's IT and digital strategy and the delivery of capabilities required to achieve business success.
- At the direction of the Collaboration and Integrations Services Manager, executes the implementation of Agile and Dev-Ops practices promoting a culture of working in IT & DS that reduces silos, enables collaboration, and can respond to ever changing user need
- At the direction of the Collaboration and Integrations Services Manager, carries out ongoing deployment of Microsoft 365 services with focus on building specialist business applications using SharePoint Online ensuring that all roadmaps are understood, and the College can benefit from ongoing user adoption and new capabilities.
- Be the subject matter expert within the team, and contribute to building team morale and will be supportive and encouraging of other team members; will show a flexible and proactive approach to delivering team results and meeting team IT&DS initiatives and college objectives
- Present and promote changes and developments in Microsoft 365 in the teams/functions/projects for which you are responsible for.
- Required to apply in-depth knowledge and use judgement and creativity to investigate and resolve non-standard problems within area of responsibility.

- Also required to apply expertise to resolve longer-term, complex problems and to generate original and innovative ideas e.g. investigating and managing an area of ineffective working/system failure, developing approaches to improve operational effectiveness, developing and implementing policy, developing key operating systems etc.
- Actively participating in product design reviews with IT & DS governance team and by providing creative and practical ideas and solutions in a teamwork environment. Provide technical expertise for Goldsmiths Microsoft 365 data architecture and systems design.
- Lead practical technical development work under the direction of the Collaboration and Integrations Services Manager and contribute to the overall design of the service.
- Designing modern workplace solutions on the Microsoft 365 platform in line with best practice, along with undertaking migrations into Microsoft 365 and between cloud platforms
- Analyse and translate business, information, and technical requirements into solutions to achieve business objectives and develop enterprise-level solutions that integrate across applications, systems, and platforms
- Design, develop and maintain key components of the software suite using PowerApps, Power Automate and SPFX or ReactJS)
- Develop and maintain technical documentation to reflect new applications or enhancements to existing applications.
- Promote the benefits of addressing all security issues during solution development and ensure secure development improvement practices
- Regularly communicate (verbally and in writing) conceptual ideas or information to other teams within IT&DS and business users, technical or specialist e.g., conveying benefits of using Microsoft 365 and developing solutions using M365 capability and explaining how these will impact on staff and students in practice
- Regularly coordinate or participate in discussions with other IT &DS teams, IT Governance and Change, Digital Product and IT Operations and Support team to develop and maintain applications or enhancements that meet business needs.
- Responsible for creating reports about the usage of Microsoft 365 and identifying potential areas for improvement based on the data collected.
- Responsible for monitoring usage patterns and usage rates of Microsoft 365 and Power Platform to ensure that employees are using the system efficiently and effectively
- Responsible for defining, configuring and monitoring SharePoint/Office 365 environment in Disaster Recovery sites.

- Responsible for migrating data to SharePoint Online.
- Responsible for configuring data labels classifications and retention policies for Microsoft 365
- Manage and support the maintenance of systems developed in-house, including “trouble-shooting”, defect fixing, change requests, designing, and implementing sound solutions.
- Required to anticipate service user needs and identify new opportunities, facilitating change management as required.
- Required to make collaborative and advisory decisions regarding the operational aspects of Microsoft 365 Platforms which will have an impact on wider areas of the college, staff, and students.
- Required to plan, organise, and manage individual, and where appropriate, team activities taking account of longer-term issues and ensuring plans are co-ordinated with and feed into the broader operational/strategic plans of the college.
- Required to proactively and reactively liaise with internal contacts (e.g. staff, students and colleagues in the wider college community) and contacts out the College (e.g. external bodies/agencies) to build positive collaborative relationships, disseminate information and co-ordinate activities in a timely and effective manner.
- Required to train staff and students on Microsoft 365 applications as necessary.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy

## **Person Specification**

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Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- |                             |                         |
|-----------------------------|-------------------------|
| <b>A = Application form</b> | <b>C = Certificate</b>  |
| <b>I = Interview</b>        | <b>R = Reference</b>    |
| <b>T = Test</b>             | <b>P = Presentation</b> |

	<b>Category</b>
<b>Essential Criteria 1 - Qualifications</b>	
<ul style="list-style-type: none"> <li>Educated to bachelor's degree level, holds relevant professional qualification or equivalent experience, and may have a postgraduate qualification, or other appropriate business, engineering, or industry qualification.</li> </ul>	A, C, I
<b>Desirable Criteria 1 - Qualifications</b>	
<ul style="list-style-type: none"> <li>Microsoft Certified: Enterprise Administrator Expert</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Azure fundamentals</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Security Administrator Associate</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Messaging Administrator Associate</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Information Protection Administrator Associate</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Teams Administrator Associate</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Teams Application Developer Associate</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Modern Desktop Administrator Associate</li> </ul>	A, C, I
<ul style="list-style-type: none"> <li>Microsoft Certified: Teams Voice Engineer Expert</li> </ul>	A, C, I
<b>Essential Criteria 2 - Experience</b>	
<ul style="list-style-type: none"> <li>Hands on experience with CSS, JavaScript, jQuery and HTML5</li> </ul>	A, I, R
<ul style="list-style-type: none"> <li>Hands on development with Office 365 tools including SharePoint Online (PowerApps, Power Automate and SPFX)</li> </ul>	
<ul style="list-style-type: none"> <li>Able to demonstrate expert-level understanding of cloud computing technologies, specifically Microsoft Cloud Services</li> </ul>	A, I, R
<ul style="list-style-type: none"> <li>Experience in defining and configuring SharePoint/Office 365 environment in Disaster Recovery sites.</li> </ul>	A, I, R
<ul style="list-style-type: none"> <li>Extensive and demonstrable professional experience in a multi-platform IT environment</li> </ul>	A, I,

<ul style="list-style-type: none"> <li>• Experience with Powershell and other programming languages</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Understanding of Microsoft 365 knowledge with DevOps.</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience with the management of the processes, systems and functions to package, build, test and deploy changes and updates which are bounded as "releases" into the "pre-production" or "production" environment.</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience with anticipating service user needs and identify new opportunities, facilitating change management as required</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience formulating unit tests to test application software in development to ensure that a program's functionality matches its specification's business requirements, and to ensure that the organizations programming standards are followed.</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience managing and supporting the maintenance of systems developed in-house, including "trouble-shooting", defect fixing, change requests, designing, and implementing sound solutions.</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience producing reports about the usage of Microsoft 365 and other audit reports and identifying potential areas for improvement based on the data collected</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Demonstrated capability in technically leading development initiatives and delivering expected results</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Worked in and developed solutions using agile methodology</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience in producing user guides, presenting new functionality to users, or conducting user training</li> </ul>	A, I,
<ul style="list-style-type: none"> <li>• Experience in providing a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technological business change in order to meet a business need.</li> </ul>	A, I
<b>Desirable Criteria 2 - Experience</b>	
<ul style="list-style-type: none"> <li>• Experience working in Higher Education</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Comprehensive understanding of college structures and systems and external/sector developments, regulations, and requirements.</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Experience following principles, methods, techniques and tools for the effective management of projects from initiation through to implementation. Examples, but not limited to: PRINCE2, and PMBOK (Project Management Book of Knowledge) from the PMI - Project Management Institute.</li> </ul>	A, I

<b>Essential Criteria 3 – Knowledge</b>	
<ul style="list-style-type: none"> <li>• Knowledge of Governance, security, compliance, and configuration of Microsoft 365 suite</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Knowledge of Microsoft 365 Information Protection capabilities, such as Data classification, Sensitive labels, Microsoft Information protection, Microsoft Purview Data Loss prevention etc.</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Solid Rest API and Graph API knowledge</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Extensive knowledge of Microsoft technologies, architecture, solutions, and platforms</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• A solid understanding of solution governance practices and application management lifecycle with ability to facilitate design decisions across development, configuration, integration, infrastructure, security, availability, storage, and change management.</li> </ul>	A, I
<b>Desirable Criteria 3 - Knowledge</b>	
<ul style="list-style-type: none"> <li>• Broad and detailed understanding of University structures and systems</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Knowledge on the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA and an underpinning contract for the supply of services.</li> </ul>	A, I
<b>Essential Criteria 4 - Skills</b>	
<ul style="list-style-type: none"> <li>• Excellent communication skills; strong analytical skills and a demonstrable bias toward action.</li> </ul>	A, I, R
<ul style="list-style-type: none"> <li>• Clearly articulates goals and objectives and motivates and leads others towards their achievements</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Conveys a level of confidence and professionalism when engaging with stakeholders, influencing positively and persuading others to take a specific course of action when not in a position of authority.</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Strong problem-solving capability within IT systems</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Proactive, innovative and creative – ability to generate new ideas and recommendations for change/improvement.</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Effective negotiation skills with the ability to influence others' thinking at a senior level.</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Ability to deliver on significant projects</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Advanced planning, organisational and prioritising skills.</li> </ul>	A, I
<ul style="list-style-type: none"> <li>• Strong organizational skills, the ability to perform under pressure and management of multiple priorities with competing demands for resources</li> </ul>	A, I
<b>Desirable Criteria 4 - Skills</b>	
<ul style="list-style-type: none"> <li>• Aware of the frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud based</li> </ul>	A, I

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| <ul style="list-style-type: none"><li>• Proficient in Software tools which automate or assist any part of the testing process across all or part of the testing lifecycle.<br/>Examples, but not limited to: debugging tools and load test tools</li></ul> | A, I |
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**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.**

For more information about the role, please contact Alma Shala, e-mail [a.shala@gold.ac.uk](mailto:a.shala@gold.ac.uk).

**<September, 2022> (of writing)**

## **Summary of Benefits**

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary



- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support and information service on a range of personal, family or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about)

**Thank you for your interest in working with us, we wish you all the best with your application.**