

SUPPORT STAFF PERSONNEL QUALIFICATIONS AND DUTIES

DIVISION NETWORK TECHNICIAN: SHAREPOINT

1. Position Summary

Under the direction of the Superintendent or designate and the Director of Information Technology the Divisional Network Technician: SharePoint will be responsible for the design, implementation, administration and training for both the Divisional External SharePoint environment and the Divisional Portal SharePoint environment.

The Divisional Network Technician: SharePoint will assist and support the Board Office, all schools, and all other groups in troubleshooting SharePoint issues and design concepts and provide guidance with other computer products (i.e. Microsoft Office, Windows based software, etc.).

2. Duties

- Design and maintain the SharePoint environment both on the External Site and the Portal Site.
- Provide support for Divisional External and Portal site updates/creation/maintenance/etc.
- Provide support for a School's External and Portal site updates, creation, maintenance, etc.
- Ensure a SharePoint governance plan exists and is followed.
- Ensure Divisional compliancy.
- Perform business analysis to assist members of the Division in obtaining a SharePoint solution.
- Assign timelines and task estimations.
- Design and create the solution.
- Create training documentation and videos.
- Create and deliver training workshops to various groups.
- Train users to create their own simple solutions.
- Perform demonstrations.
- Knowledge of InfoPath and implementing within the SharePoint environment.
- Analyze problems or potential problems and take corrective action as needed.
- Support initiatives in the Division.
- Develop recommendations for proper use of SharePoint in the Division.

- Research and maintain up-to-date knowledge of technology specifically in regards to SharePoint.
- Research questions as needed to troubleshoot and solve issues regarding the SharePoint environment.
- Other duties as assigned.
- Address HelpDesk tickets.

3. **Qualifications**

- Must be proficient in Microsoft Office applications.
- Must have excellent oral and written communication skills.
- Must be self-directed, results orientated and committed to Divisional satisfaction.
- Must have strong interpersonal and communication skills with the ability to work and build relationships with people at all levels.
- Must have demonstrated strong leadership abilities with strengths in coordinating and organizing people, information and tasks.
- Must be committed to learning new skills and knowledge.
- Must have experience in assessment, design, development of customized program documentation.
- Must have a well-developed ability to plan and implement projects.
- Must have a people-oriented approach to problem solving with ability to develop trust.
- Must easily adapt to changing environments.
- Must have the ability to handle many projects at once.

4. **Education**

- Grade 12.
- Post-Secondary Education related to Information Technology or a combination of experience and industry recognized certifications.

5. **Experience**

- Two to three years previous experience in designing and implementing SharePoint solutions.
- Five years of industry experience.

6. **Working Conditions**

- Occasional after-hour attendance at various events.
- Position requires a valid driver's license and a vehicle as work sites are distributed within Seven Oaks School Division.
- Position requires a Hand Held Communication Device. The Technician will receive a monthly allowance as stated in Policy DJDJ – Hand Held Wireless Communication Device.