Diocese of Toowoomba Catholic Schools

Role Description

Title:	**Digital Workplace Platform Analyst**	**Location:**	Toowoomba Catholic Schools Office
Reports to:	Manager: IS Applications and Business Intelligence	**Classification:**	Professional Officer – Level 3
Directorate:	Finance, Infrastructure and Information Services	**Tenure:**	Permanent, Full time

1. Purpose

The role of the Digital Workplace Platform Analyst is responsible for the daily administration, configuration, maintenance, and development of our Intranet, websites, and various toolsets within the Toowoomba Catholic Schools (TCS) environment. In collaboration with the IS Applications and Business Intelligence team, the role will also proactively engage with stakeholders throughout TCS to develop and deliver initiatives to improve user experience, technical processes and the information architecture of TCS websites and SharePoint environment.

2. Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- a relevant qualification (Business or Information Technology) at degree level or equivalent skills, experience, and competencies to that of a relevant qualification at degree level or higher, as determined by the Toowoomba Catholic Schools Office
- minimum of three (3) years' experience as a SharePoint administrator
- Demonstrated knowledge of SharePoint architecture, configuration, design, and workflows
- Experience with the Microsoft suite of development tools such as: Power Automate, Forms, and PowerApps.
- excellent interpersonal, verbal, and written communication skills with an ability to confidently negotiate
- effective relationship building and influencing skills.
- demonstrated experience in stakeholder collaboration underpinned by an ability to quickly understand their service operations and future requirements.
- a current class C driver license and the willingness to travel, as required.
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement

Desirable

- experience working in an education setting
- experience in user experience design practices
- experience with business intelligence tools
- relevant certifications including ITIL, Prince2, PMBOK, and Agile

...act justly; love tenderly; walk humbly with your God Micah 6:8

3. Key result areas

3.1 respond and address incidents and service requests for TCS

3.2 collaborate with the IS teams and stakeholders to design and customise SharePoint sites, lists, libraries, and workflows to meet the specific needs of various teams and departments

3.3 integrate and automate processes with other systems and applications as needed to streamline business processes

3.4 contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

3.5 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4.   Statement of responsibility

While at work the position holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the position holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5.0 Statement of duties

The information detailed above is an accurate reflection of this position. Attached to this position description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties Statement

Digital Workplace Platform Analyst

3.1 Respond and address incidents and service requests for TCS

- Monitor, respond and document support desk tickets related to Toowoomba Catholic Schools (TCS) Microsoft suite, focusing on TCSO Intranet, SharePoint, Forms and Power Platform
- maintain user access for a range of applications and websites in line with TCS practices
- create and configure SharePoint sites aligned with the business requirements and TCS practices
- respond to incidents for content management within library, list and workflow implementations within TCS environment to ensure ongoing and efficient access to content.
- develop, maintain and share electronic forms to improve operational efficiencies
- using high level problem-solving skills, investigate and troubleshoot application-related incidents
- utilise expertise to identify systemic or technical issues and work collaboratively with stakeholders in resolving these issues
- escalate incidents internally to other members of the applications team and the operations team when required
- escalate incidents to application vendors and support partners when required

3.2 Collaborate with the IS teams and stakeholders to design and customise SharePoint sites, lists, libraries, and workflows to meet the specific needs of various teams and departments

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice.
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service.
- document business and technical requirements through the development lifecycle of an enhancement or service request.
- establish and maintain effective communication networks with internal and external stakeholders and work collaboratively with stakeholders.
- proactively identify opportunities for systemic improvement and work with the IS Applications team to design and develop solutions.
- provide high quality written reports to key stakeholders including the Manager: IS Applications and Business Intelligence, Chief Information Officer and the Executive Leadership Team
- provide expertise and input to key IS projects relating to application service delivery
- work with Information Service staff to ensure end user access standards are implemented and maintained within TCS platforms.
- contribute to the development of IS Applications system ecosystem through planning, solution design and standard development

3.3 Integrate and automate processes with other systems and applications as needed to streamline business processes

- undertake development aligned with TCS practices and product suite including Microsoft Sharepoint, forms and Power Platform
- deliver solutions that provide efficient information management and data practices for TCS
- develop, contribute and adhere to coding and documentation standards as set out by IS Application team
- investigate emerging trends within product suite of TCS for continual improvement opportunities and identification of potential risk
- develop and deliver iterative improvement to products through managed release cycles

3.4 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

- contribute as a member of the Finance, Infrastructure and Information Services directorate to achieve the strategies set out in the TCS Strategic Plan and integrated strategies
- participate fully in annual goal setting, monitoring and review of performance in collaboration with the Manager: IS Applications
- attend professional development and team days as appropriate
- document and report on the progress of initiatives in the TCS Strategic Plan and integrated strategies as required

3.5 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- the employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training; consistent with the classification structure within the current agreement
- any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment

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