

Job Description

Job title: Junior M365 Analyst

Faculty/Directorate: Digital and Technology

Job Family: Technology

Grade: D

Role profile: TSD2

Full time (37 hours per week)

	Duties of the role
Overall purpose of the role	<p>The role of the Junior M365 Analyst is to work closely with the university's existing Technical Teams and operational business to support DMU's, M365 tenant and communication systems.</p> <p>Forming part of the Productivity & Collaboration team, and working with senior specialists, the Junior M365 Analyst will also be responsible for M365 administration, supporting and guiding users, as well as the configuration and maintenance of the environment.</p> <p>.</p> <p>The postholder will apply their technical skills and knowledge to support the operation of all collaborative services within MS365 and other communications systems within prescribed university procedures and/or policies to ensure effective service delivery.</p>
Main duties and responsibilities	<ul style="list-style-type: none"> Assist in the day-to-day administration, configuration, and maintenance of Microsoft 365 services, including Exchange, Teams, OneDrive, and SharePoint (sub-sites, lists, libraries, and templates). Respond to and troubleshoot Microsoft 365-related issues, including connectivity and mobility problems, escalated by monitoring software or reported by end-users. Provide frontline technical support for Microsoft 365, guiding users through the onboarding process and resolving issues related to the platform's tools and services. Assist in supporting the use of PowerPlatform solutions (Power Apps, Power Automate, Power BI, and Power Pages), troubleshooting deployed apps, and assisting users in optimising their usage. Work with the team to support all university telephony requirements, across cloud-based systems, mobile and Legacy PBX. To include Confirmation and Clearing call centre operations, visiting customers when required, provisioning of handsets, systems monitoring, creating & amending user accounts and providing support for DMU switchboard. Collaborate with senior security specialists to implement and maintain security policies, data protection measures, and access controls within the Microsoft 365 environment. Assist in the creation and ongoing maintenance of documentation for Microsoft 365 processes, procedures, and supporting applications, ensuring accuracy and accessibility for the team and users. Provide first-line customer support and guidance across a range of digital services in line with service level agreements (SLAs), ensuring timely issue resolution and user satisfaction. Identify, diagnose, and resolve a variety of routine digital issues with minimal supervision to maintain seamless service delivery.

Duties of the role	
<ul style="list-style-type: none"> • Undertake system administration tasks for Microsoft 365 and related digital platforms to ensure systems and applications are operating in line with relevant standards. • Support project teams in delivering digital projects, both locally and across the organisation, contributing technical expertise and helping to meet project deadlines. • Collect, collate, and analyse relevant data to support the evaluation of digital services and contribute to continuous improvement efforts across the organisation. • Perform any other duties commensurate with the job grade as reasonably required from time to time. • Act in accordance with DMU Values: <ul style="list-style-type: none"> ○ Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others. ○ Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions. ○ Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively. ○ Community minded - Embrace alternative views, treat others with respect, and tackle inequalities. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system. 	

Person Specification

Job title: Junior M365 Analyst

Directorate: Digital and Technology

Job Family: Technology

Grade: D

Role profile: tsd2 - Assistant IT Systems Engineer

Full time (37 hours per week)

Permanent

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Qualifications & Training	Educated to degree level or equivalent relevant work experience	Essential	X			X
	ITIL v4 Foundation	Desirable	X			X
	Microsoft Certifications – MS365 / SharePoint / Teams	Essential	X			X
Previous Work Experience	Experience in administering Microsoft 365, including configuration and management of services such as Exchange, Teams, SharePoint, and OneDrive	Essential	X	X		
	Experience in providing first-line technical support, preferably within an MS365 environment, including diagnosing and resolving common user issues or escalating as appropriate.	Essential	X	X		
	Demonstrated experience in a customer-facing or IT support role where user guidance, clear communication, and timely issue resolution were key.	Essential	X	X		
	Experience of working within the Higher Education sector	Desirable	X	X		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Understanding of Microsoft 365 services (Exchange, Teams, OneDrive, SharePoint) and PowerPlatform (Power Apps, Power Automate)	Essential	X	X	X	
	Proficient in basic troubleshooting methods for digital issues, with knowledge of connectivity and mobility concerns common to MS365 environments.	Essential	X	X	X	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	Strong knowledge and experience of developing Generative AI capabilities including Copilot/Power platform	Essential		X	X	
	Knowledge of data centric controls (AIP, OME, B2B and B2CKnowledge and experience of the Microsoft Defender Security Product Suite including Microsoft Defender for Endpoint, Microsoft Defender for MS365, Microsoft Defender for Cloud Apps, Microsoft Defender for Identity and Microsoft Sentinel.	Essential		X	X	
	Experience of supporting Microsoft Entra ID and Modern Auth protocols.	Essential		X	X	
	Experience of working with modern coding and scripting skills e.g. PowerShell or Python		Desirable	X	X	
	Ability to manage routine tasks, meet deadlines, and effectively prioritize a varied workload, especially in a busy support or administrative environment.	Essential		X	X	
	Knowledge of Azure DevOps service	Essential		X	X	
	Basic knowledge of security policies, data protection practices, and SOX controls, with a commitment to adhering to established procedures and regulations within the digital environment.	Essential		X	X	
	Able to communicate effectively, in oral and written formats, conveying information to both technical and non-technical audiences.	Essential		X	X	
	Commitment to delivering a customer focussed service and to enhancing and improving service delivery	Essential		X	X	
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X	
Our Values and Behaviours at DMU						

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
We are Collaborative – we work together to get things done	<p>We support each other to achieve joint outcomes</p> <p>We understand how our work contributes to DMU</p> <p>We are aware of our personal impact on others</p>	Essential		X		
We are honest and Compassionate	<p>We are open, honest and caring</p> <p>We work on a trust basis</p> <p>We hold ourselves accountable for our actions</p>	Essential		X		
We are innovative and Creative	<p>We constantly strive for better</p> <p>We challenge bureaucracy and explore digital solutions</p> <p>We are innovative and creative</p>	Essential		X		
We are a community – we value and champion difference	<p>We embrace alternative views</p> <p>We treat others with respect</p> <p>We tackle inequalities</p>	Essential		X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**