

Job Description

Job title: Senior M365 Analyst

Faculty/Directorate: Digital and Technology

Job Family: Technology

Grade: G

Role profile: TSG1

Full time: (37 hours per week)

Permanent

Duties of the role	
Overall purpose of the role	<p>The Senior M365 Analyst has responsibility for a diverse set of collaboration technologies and tools necessary to design, lead, implement and drive the university's transformation to a modern, user-orientated digital workplace.</p> <p>The postholder will work with Product teams and Information Security professionals to drive forward user-centred MS365 digital solutions, ensuring user-experience is at the heart of all delivery. This role will be responsible for the design, configuration, security, monitoring, management, and support across all communication systems in the use at the university.</p> <p>The lead role is also technically hands-on, requiring the postholder to collaborate closely with business stakeholders and key suppliers. They will assess and optimise DMU's MS365 workplace platform services, develop governance for the platform, meticulously monitor usage, and ensure compliance with data security and privacy regulations.</p> <p>The Senior M365 Analyst will be experienced working in Agile, driving the adoption of emerging security capabilities across enterprise collaboration tools, and delivering continuous improvements to the platform and end-user experience. The postholder will support the design of productivity and collaboration strategy, ensuring its effective implementation whilst sharing knowledge within the team to ensure best practice and consistent application.</p>
Main duties and responsibilities	<ul style="list-style-type: none"> • Architect and implement engineering designs in support of university requirements and objectives, ensuring high-performance, scalable, and sustainable communication and collaboration solutions. • Collaborate with cross-functional teams to provide technical guidance and expertise in developing product roadmaps, influencing long-term strategic goals. • Perform capacity planning and appropriate technical mitigations through the ongoing monitoring, alerting, and reporting of resource utilisation levels and errors in the MS365 environment • Lead and support M365 projects across the university to drive digital transformation, user experience and enhance productivity • Oversee the design, implementation, and maintenance of all telephony services across the university • Lead responsibility for the management and development of the university SharePoint environment • Develop innovative solutions across the Microsoft 365 platform such as Forms, Approvals, Viva, Bookings, Azure, Power Automate/Power Platform, and the interaction between these tools.

Duties of the role
<ul style="list-style-type: none"> Establish and promote best practices for process standardisation, governance, and compliance to ensure a progressive approach to MS365 governance. Implement and optimise automated deployment solutions that enhance innovation and strengthen security, aligning with industry best practices. Oversee project deliverables to ensure objectives are met within established quality, security, budget, and timeline parameters. Monitor system performance within the service area to ensure efficient and effective service delivery, aligned with university objectives and Key Performance Indicators (KPIs). Collect and analyse relevant metrics, trends, and data to inform decision-making, aligning service delivery with strategic goals. Lead continuous improvement efforts by analysing performance data to identify and implement opportunities that enhance service delivery and operational efficiency. Develop, maintain, and review technical documentation to ensure compliance with security, regulatory, and University standards, and enable knowledge sharing across teams. Work closely with key stakeholders, fostering collaborative relationships to understand business requirements, address technical needs, and support a culture of innovation within the University's digital ecosystem. Perform any other duties commensurate with the job grade as reasonably required from time to time. <p>Act in accordance with DMU Values:</p> <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 be 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

Duties of the role

safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment		
		A	I	T	D	
Qualifications & Training	Educated to degree level or equivalent work experience	Essential		X		X
	ITIL v4 Foundation		Desirable	X		X
	Microsoft Certifications – MS365 / SharePoint / Teams	Essential		X		X
Previous Work Experience	Solid experience in a technically hands-on role with a background in engineering or system architecture, including the design, implementation, and oversight of high-performance, scalable, and secure solutions.	Essential		X	X	
	Proven track record of designing and implementing user-centred digital solutions using MS365, including experience in developing workplace solutions that enhance user experience.	Essential		X	X	
	Demonstrated experience in Agile methodologies, with a history of driving Agile practices within teams, delivering continuous platform improvements,	Essential				
	Demonstrable experience of operation and management of large-scale communications infrastructure services in a large and complex environment	Essential		X	X	
	Experience with PowerShell Scripting and 3 rd party integration toolings		Desirable	X	X	
	Experience of working within the Higher Education sector		Desirable	X	X	
Specific Knowledge/Skills/Abilities/ Motivation/ Attitude Required	Specialist up to date Engineering/Architectural knowledge, developing, delivering and supporting Microsoft Azure, MS365 Collaboration and Productivity, MS365, and Endpoint security solutions (A5).	Essential		X	X	X
	In-depth knowledge of security frameworks, emerging security capabilities, and best practices for compliance, including	Essential		X	X	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	automated deployment solutions that strengthen security while facilitating innovation.					
	Understanding of how to drive user-centred design and enhance user productivity within a secure, modern digital ecosystem.		Desirable	X	X	
	Extensive product knowledge and experience of the MS365 environment including Microsoft Teams, Exchange Online, SharePoint/OneDrive and Viva.	Essential		X	X	
	Strong knowledge and experience of developing GenAI capabilities including Copilot/Power platform	Essential		X	X	
	Knowledge and experience with data centric controls across the Microsoft Security & Purview suite of tools	Essential		X	X	
	Engineering level experience of Microsoft Entra and Modern Auth.	Essential		X	X	
	Some experience of working with modern coding and scripting skills e.g. PowerShell or Python		Desirable	X	X	
	Excellent general technical knowledge of communications infrastructure technologies specifically telephony services, including VOIP, analogue, mobile and MS365 collaboration tools	Essential		X	X	
	Able to proactively assess and interpret digital trends and metrics to support strategic decision-making and continuous improvement.		Desirable	X	X	
	Skilled in creating and maintaining technical documentation to a high standard, ensuring alignment with regulatory and organisational requirements and enabling effective knowledge transfer within the team.		Desirable	X	X	
	Able to communicate effectively and with accuracy, in oral and written formats, adapting style to the needs of the audience	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	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment				
				A	I	T	D
Our Values and Behaviours at DMU							
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