SharePoint Administrator

Job Purpose

The SharePoint Administrator is responsible for the administration, configuration, maintenance, governance, and support of the organisation's SharePoint environment. This role ensures the availability, security, and optimal performance of SharePoint Online and related Microsoft 365 collaboration tools while supporting business users in document management, knowledge sharing, and workflow automation.

Key Responsibilities

SharePoint Administration and Support

- Administer and maintain the organisation's SharePoint Online environment.
- Configure and manage SharePoint sites, site collections, hubs, libraries, lists, and permissions.
- Monitor the health, performance, and availability of SharePoint services.
- Troubleshoot and resolve SharePoint-related issues and incidents.
- Provide second- and third-line support for SharePoint users and business units.

Governance and Compliance

- Develop, implement, and maintain SharePoint governance standards and best practices.
- Ensure compliance with organisational policies, security standards, and data retention requirements.
- Manage information architecture, metadata, taxonomy, and content lifecycle management.
- Conduct regular audits of permissions, access rights, and site usage.

Security and Access Management

- Manage user access, permissions, and security groups within SharePoint and Microsoft 365.
- Implement role-based access controls and least-privilege access principles.
- Support compliance initiatives including data protection, records management, and information security requirements.

Platform Configuration and Development Support

- Configure SharePoint features, templates, content types, and workflows.
- Support the implementation and administration of Microsoft Power Platform solutions including Power Automate and Power Apps integrations.
- Collaborate with developers and business stakeholders on SharePoint enhancements and customisations.
- Support migration activities involving SharePoint content and file shares.

User Training and Adoption

- Provide end-user training and support for SharePoint and Microsoft 365 collaboration tools.
- Develop user guides, knowledge articles, and training materials.
- Promote user adoption and best practices for document management and collaboration.

Monitoring and Reporting

- Generate reports on storage utilisation, site activity, permissions, and adoption metrics.
- Monitor system usage and identify opportunities for optimisation and improvement.
- Maintain documentation relating to SharePoint architecture, configurations, and operational procedures.

Project Participation

- Participate in SharePoint implementation, upgrade, migration, and optimisation projects.
- Work with business units to gather requirements and design collaboration solutions.
- Support digital transformation initiatives involving document management and knowledge management systems.

Key Duties

- Create and manage SharePoint sites and permissions.
- Maintain document libraries, lists, metadata, and content types.
- Configure and support workflows and automation processes.
- Monitor storage, usage, and platform health.
- Perform regular governance and security reviews.
- Support SharePoint migrations and upgrades.
- Provide technical support and user training.
- Maintain technical and operational documentation.
- Ensure compliance with organisational policies and Microsoft best practices.
- Collaborate with IT teams and business stakeholders to improve collaboration solutions.

Required Qualifications and Experience

- Bachelor’s degree or diploma in Information Technology, Computer Science, or a related field.
- Minimum of 3 years’ experience administering SharePoint Online or Microsoft 365 environments.
- Experience with Microsoft 365 administration and collaboration tools.
- Experience with Power Automate, Power Apps, and Microsoft Teams integration is advantageous.
- Experience with SharePoint migrations and governance frameworks is preferred.

Technical Skills

- SharePoint Online Administration
- Microsoft 365 Administration
- Microsoft Teams Administration
- Power Platform (Power Automate and Power Apps)
- Azure Active Directory / Microsoft Entra ID
- Microsoft Purview Compliance and Retention
- Document Management and Information Governance
- PowerShell scripting for administration and automation
- Backup, recovery, and migration tools

Competencies

- Strong problem-solving and troubleshooting skills.
- Excellent communication and stakeholder management skills.
- Strong attention to detail and organisational skills.
- Ability to manage multiple priorities and projects simultaneously.
- Commitment to customer service and continuous improvement.