



ROLE PROFILE

Role Profile	
Job Title	Microsoft Office 365 Platform Owner
Reports to	Head of Infrastructure
Location	Devon (Hybrid Remote / Office based: 2-day / 3-day split)

Job Purpose	<p>The Microsoft Office 365 Platform Owner will be accountable for defining and operating the services which Delt offer our customers based on the Office 365 platform.</p> <p>As Platform owner you will be responsible for setting the vision, strategy, and design of Delt's Office 365 service; defining roadmaps and implementation plans to ensure our customers maximise the value which they get from the platform.</p>
Key Competencies & Outputs	<p>Provides specialist advice to existing and potential customers in relation to the Office 365 platform, its capabilities, and the approach to implementation in their environment.</p> <p>Drives operational management of the platform in line with vendor and industry best practice.</p> <p>Leads customer engagements to understand customer needs and priorities and develop plans for the deployment and consumption of the capabilities offered by the platform.</p> <p>Keeps up to date with the vendors development roadmap and evolving Delt's service roadmap to maintain alignment with the platform roadmap.</p> <p>Works with SME's, providing advice and guidance to Delt's customers to ensure they are appropriately and effectively licensed</p> <p>Collaborating with colleagues to ensure broader alignment with Microsoft 365 Services, standards, and roadmaps.</p> <p>Responsibility for accurate and effective business discovery interviews, customer requirements capture and documentation for productivity services.</p> <p>Takes overall responsibility for Licensing, Development, configuration, implementation, transition, and maintenance of Office 365 deployments into Delt and its customers.</p> <p>Ensures we develop and maintain repeatable blueprints for mobilisation and implementation to offer Delt's customers a predictable, value for money approach.</p> <p>Takes accountability for the delivery of Delt's Office 365 services, working with technical and service delivery resources to ensure we deliver to our service scope and quality on a consistent basis.</p> <p>Demonstrates a proactive approach to reviewing platform configurations to identify continual improvement opportunities to improve service quality or deliver efficiencies.</p> <p>Develops and maintains the Service Design for Office 365 Platform services in Delt; ensuring alignment to the strategies and architectural principles of Delt and its existing and potential customers</p> <p>Ensures solution architectures are pragmatic & cognisant of cost, risk, achievability, and delivery timescales. Make sure services can be standardised, shared, and implemented in an optimised and repeatable fashion.</p>

	<p>Keeps abreast of requirements across the customer base to standardise common requirements and plan solutions which are customer agnostic.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Experience providing operational management, specialist advice and / or consultancy around the implementation of the Microsoft Office 365 platform.</p> <p>Experience planning and delivering business discovery interviews, requirements workshops and solution demonstrations and reviews.</p> <p>Bachelor's degree Computer Science or related field required (Demonstrable experience of operating at an equivalent technical, operational and leadership level over an extended period may be substituted in lieu of a bachelor's degree)</p> <p>Demonstrable education, experience and skills in the following:</p> <ul style="list-style-type: none"> • Leading complex projects with aggressive timelines • Developing requirements and performing system analysis. • Managing the support of a SaaS service, ideally being the Office 365 platform. • Managing a cross-functional team in a highly complex environment, including the ability to influence activity without direct authority. • Proven track record delivering on projects on time/on budget. • Vendor, change and release management best practices for SaaS platforms. • Strong working knowledge of managing and configuring O365, MS Teams, MS SharePoint, MS Exchange, MS Office Suite & Microsoft Azure AD • Implementing and migrating onto O365, including defining the architecture for enabling technologies. • Driving consumption and adoption of implemented technologies. <p>Excellent analytical and problem-solving abilities.</p> <p>Ability to effectively prioritize & multi-task in high volume workload situations Strong verbal and written communication skills, with the ability to interface effectively with all levels of staff, including internal/external customers and senior management teams.</p> <p>Relevant Microsoft accreditations are highly desirable: MS100/101/102, MS700</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>