

SharePoint Officer

Position Details

Position Information

Position Title	SharePoint Officer
Department/Unit	ITS Client Services
Location	Halifax
Posting Number	S113-20
Employee Group	NSGEU Local 77
Position Type	Term
Duration of Contract (if applicable)	24 months
Employment Type	Full Time
Full-time Equivalency (FTE)	1.0
Salary	\$32.59 - \$39.74 per hour (\$55,075 - \$67,165) per annum, 32.5 hours per week
Classification	SIT2

Provisional Statement This is a provisional classification. Formal classification procedures will be initiated by the Compensation & Job Evaluation Unit in approximately six months.

About Dalhousie University Dalhousie University is Atlantic Canada's leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 19,000 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, that celebrated 200 years of academic excellence in 2018.

Job Summary Dalhousie's Information Technology Services (ITS) SharePoint team delivers our internal website system through SharePoint Online. Reporting to the Manager, SharePoint Services, the SharePoint Officer supports and guides our customers through every step of the internal website development process, from creation to launch to ongoing management.

Key Responsibilities

- Review content to ensure business relevance, report on site usage, monitor workflows and system tasks operations, ensure adherence to governance and policy objectives and migrate content from legacy sources to SharePoint.
- First point of contact for SharePoint support questions to resolve user issues, and escalate issues that cannot be resolved, co-ordinate SharePoint site development (creation/support/archival/deprecation), deliver regular SharePoint "office hours" support sessions, communicate system-related information (e.g., service changes, outages, etc.), provide direction and guidance to stakeholders, review site development materials from clients, and identify areas that may require technical consideration and develop support plans with the Manager, SharePoint Services.

- Identify training topics and key areas, develop training materials, deliver training to end users, direct users to training material and available resources. Review training materials to ensure accuracy and effectiveness.
- Ensuring SharePoint projects are on the right track. Assist with document collection, production, organization, and management, co-ordinate usability testing with participants including staff, faculty, students, and other users as required, co-ordinate project-related meetings, maintain regular correspondence with relevant project contacts. Gather, document, and report project results. Keep project management tracking systems updated and support the co-ordination and tracking of project deliverables and actions to ensure on-time delivery for all project team members (e.g., clients, resources, etc.).

Note**Qualifications**

Undergraduate degree in computer science, IT, business management, or other related field (public relations, communications), plus 3 to 5 years of experience developing and managing websites in SharePoint (or an equivalent combination of training and experience). Strong problem-solving and organizational skills, works well independently and as part of a team in a deadline-driven, fast-paced environment. Exceptional oral and written communication skills, including experience with developing and delivering technical documentation and training materials. Excellent computer skills, including demonstrated experience with the Microsoft Office suite.

Job Competencies**Additional Information**

Dalhousie University supports a healthy and balanced lifestyle. Our total compensation package includes a defined benefit pension plan, health and dental plans, a health spending account, an employee and family assistance program and a tuition assistance program.

Application Consideration

Bargaining unit employees for NSGEU local 77 are given first consideration and will be notified regarding the status of their application. All other applicants will be considered when there is no qualified internal candidate.

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Diversity Statement

Dalhousie University is committed to fostering a collegial culture grounded in diversity and inclusiveness. The university encourages applications from Indigenous persons, persons with a disability, racially visible persons, women, persons of a minority sexual orientation and/or gender identity, and all candidates who would contribute to the diversity of our community. For more information, please visit www.dal.ca/hiringfordiversity.

Posting Detail Information**Number of Vacancies**

1

Open Date

07/31/2020

Close Date

08/21/2020

Open Until Filled

No

Special Instructions to Applicant**Quick Link for Direct Access to Posting**<http://dal.peopleadmin.ca/postings/4145>

Supplemental Questions

Required fields are indicated with an asterisk (*).

Documents Needed to Apply

Required Documents

1. Résumé / Curriculum Vitae (CV)

Optional Documents

1. Cover Letter