JOB TITLE   **M365 Product Specialist   Band 7**

JOB OVERVIEW

The primary responsibility of this role is to oversee the design, development, support, and monitoring of HEIW's M365 applications and services. This entails ensuring that these systems align with both user needs and organisational objectives. Additionally, the role involves maintaining the smooth operation of all M365 services and products on a daily basis. Furthermore, the incumbent will offer specialised guidance, support, and training to the organisation regarding the M365 solution and its applications. This includes providing expertise in business and information analysis within their specialty area.

Main Duties of the Job

- To design, develop, support, and monitor the HEIW M365 applications and services for which HEIW is responsible, ensuring they meet the requirements of both the user and organisation.
- To ensure the operational day-to-day running of all M365 services and products.
- To provide specialist advice, support, and training to the organisation on the M365 solution and applications and speciality business and information analysis.

Responsible to

Reporting: Head of Digital Transformation	**Accountable:** Head of Digital Transformation	**Professionally:** Head of Digital Transformation

Main Responsibilities

Key M365 Duties:

1. Work closely with the HEIW Digital team to lead the Microsoft 365 build and configure new and existing solutions that meet user needs and business priorities.

2. Work closely with the HEIW IT Operations, Communications, and other business teams to provide effective incident and problem management for Microsoft 365, including SharePoint Online, MS Forms, Power Apps, Power BI and Power Automate plus any other related business solutions.

3. Provide proactive setup and management of auditing, compliance and reporting in Microsoft 365, particularly SharePoint Online to meet technical and data governance needs.

4. Support the undertaking of end user training on bespoke HEIW Digital IT solutions, ensuring the provision of ongoing resource of training FAQs, online e-learning, and Knowledge base articles to support users.

5. Support the assessment of emerging Microsoft 365 technologies for use across the wider organisation, including build and configuration of proof of concepts/pilots to identify best practice.

6. Undertake technology, data and security, risk, and impact assessment of new Microsoft 365 platform in conjunction with HEIW cyber, information governance and IT resource to update feeding into change advisory governance as needed.
Provide technical expertise and input into policies, guidance, and governance forums.

7. Contribute to problem solving discussions, analysing complex technical issues and perform root cause analysis to solve problems and identify best fit solutions.

8. Be able to communicate complex technical issues and risks to non-technical business stakeholders external to the team, both verbally and written.

9. Presenting and lead workshops with other technical staff and business stakeholders to identify needs and solutions.

Communication and Relationship Skills

10. Engage and liaise with end users and project stakeholders to identify system and information requirements.

11. Communicate and demonstrate complex technical issues, concepts and risks to non-technical people, where there may be barriers to understanding.

12. Manage sensitive negotiations around change in scope and handling the contentious priorities of balancing changing customer needs with the need to deliver to time and budget.

13. Create and manage partnerships and collaborations as necessary for the efficient and effective production of software applications.

14. To develop, establish, facilitate and chair regular discussions with internal and external stakeholders, managing difference of opinion influencing and negotiating as required.

15. Receive and record problems from users, gather prescribed information and escalate according to given procedures.

16. Present complex data in various forms to suit the audience, using graphical and other techniques to large groups to portray the required information, offering supporting narrative as necessary.

Analytical & Judgements Skills

17. Analyse, investigate, and resolve complex software issues, e.g., specification requirements, business processes, recommending appropriate solutions, where there are a number of options.

18. Solve complex, sometimes contentious, technical and business logic problems, identifying suitable solutions that make use of suitable software patterns.

19. Model current and desired scenarios as directed using appropriate modelling techniques, gaining agreement from subject matter experts.

20. Work across various analysis disciplines where incoming data is complex/heterogeneous, and which requires prompt, efficient and consistent consideration and response.

21. Review multiple streams of often conflicting data, identifying the anomalies to extract the valued data.

22. Produce accurate and timely reporting on the performance of areas under analysis for suppliers or end users.

23. Create timely impact assessments relating to requests or proposed changes, by analysing current and proposed processes and capability to assess action required.

Planning and Organisational Skills

24. Manage and prioritise own workload within given timescales in partnership with customer deadlines and operational needs, prioritising complex competing demands from multiple concurrent projects, ensuring plans are produced and managed to make best use of available development resource and reduce overlap between projects.

25. Plan, coordinate and implement the release of new software and enhancements of relevant business applications and systems into NHS Wales, making adjusting to plans to meet requirements.

26. Working with the team to define the team's workload and ensuring that the team meets its commitments. This will involve the complex and collaborative co-ordination of a number of activities, components, and processes in order to achieve a common goal.

27. Plan the development of systems you are responsible for in cooperation with the project management team.

28. Develop and maintain technical documentation for systems, test plans and standard operating procedures for users of supported applications and systems across NHS Wales.

29. Prepare well written technical documentation to ensure software applications are well understood and maintainable.

Responsibility for Policy / Service Development Implementation

30. Responsible for the development and implementation of policies and processes within multiple areas across HEIW and the wider NHS Wales.

31. Identify appropriate software quality standards and contribute to software quality conformance to ensure high standards of systems and service.

32. Develop and implement new national software solutions and associated service changes to ensure successful delivery.

33. Ensure that technical specifications are fully compatible with existing Organisation standards, infrastructure, and developments.

34. Undertake activities to develop, implement, and support realistic Continual Service Improvement Plans.

Responsibility for Financial and Physical Resources

35. Advise colleagues and stakeholders in relation to appropriate systems investment, and tender processes.

36. Support the Digital budget holder with the drawing up of digital budgets and contributing to yearly budget setting.

Responsibility for Human Resources

37. Responsible for the appraisals, managing absence, including sickness and recruitment to the post for M365 support and developer posts, and allocation of the departmental workload.

38. Regularly provide training on M365 products as required.

Responsibility for Information Resources

39. Build, development and configure new and existing solutions that meet user needs and business priorities.

40. Implement complex third-party solutions and where appropriate integrate them with existing systems to add value to the services the organisation provides.

41. Record all software code, together with associated comments in a suitable source control system.

42. Maintain software and hardware configuration information.

43. The post holder will be required to design and inform information systems to be utilised across multiple areas of HEIW. Providing expert advice, guidance and leadership in designing and building these information systems.

Research & Development

44. Research relevant new technology as it is released, assessing its potential for enhancement of existing services, sharing findings with the team and wider community.

45. Support the process of continual improvement within the team by promoting the effective use of technologies.

46. Responsible for initiating software R&D projects that will support the achievement of the strategic objectives of the organisation, evaluating, testing and developing an options analysis when required.

47. Develop business cases to support software development investment that directly supports and enhances the efficiency of business operations.

48. Collect and use feedback from customers and stakeholders helping to measure, develop and enhance effectiveness of customer and stakeholder management.

Freedom to Act

49. The post holder be a lead specialist and will have significant autonomy within their role and will be expected to make judgement on multi-stranded problems.

50. Use own initiative to prioritise and organise workload, working to tight and often changing deadlines.

51. The post holder shall also be guided by standards, local policies, procedures, and protocols.

Qualifications and Knowledge	Experience
Essential - Degree within a software related discipline or equivalent experience. - Experience in the Microsoft 365 platform and solutions including SharePoint Online, MS Forms, Power Apps, Power Automate and Power BI. - In-depth knowledge of software systems, processes, and configurations. - Project Management Qualification. - Strong understanding of systems analysis and design methodologies. - Demonstrable experience of using high-level programming and version control techniques. - Evidence of continuous professional development. **Desirable** - Master's Degree in Computer Science. - ITIL qualification. - Working knowledge of digital accessibility requirements. - M365 Product Qualifications.	- Essential - Proven experience of software development in a formal development environment. - Evidence of planning and organisational skills, including ability to lead software projects, delegate work, solve problems and make decisions proactively. - Demonstrable experience in software system design and development. - Experience of querying and working with large complex databases. - Systems analysis, design, user interface design, implementation and testing skills. - Experience of managing change within a complex technical environment. - Proven track record of successfully introducing new software systems and associated services. - Excellent understanding of translating business requirements into specialist functional specifications for IT systems. - Working knowledge of current industry standards for best practice in systems and software development and version control. **Desirable** - Sound technical infrastructure background of working within the health sector or public sector. - Experience of working in an Agile Development environment. - Track record as team member developing, testing and implementing web-based software systems using PHP, MySQL and jQuery. - Experience of deploying and supporting applications in cloud environments. - Experience of working and engaging with a variety of senior staff. - Experience of procurement processes including business case development. - Developing bi-lingual systems.
Skills and Attributes	Other
Essential - Ability to present and facilitate discussions with internal and external stakeholders.	**Essential** - Ability to travel within geographical area. - A flexible approach to work.

• Effective written and oral communication skills, including ability to present and disseminate a range of specialist technical issues to technical and non-technical staff. • Advanced keyboard and IT skills. • Able to learn new technologies and software systems quickly through both self-study and professional courses. • Ability to analyse complex software issues to identify solutions to underlying problems. • Significant technical skills and knowledge relating to software and network services. • Ability to demonstrate tact and diplomacy when dealing with stakeholders who have competing requirements. • Evidence of ability to work unsupervised to deadlines, planning and setting priorities for own work and that of others and monitoring progress. **Desirable** • Ability to speak Welsh.	