Job Description

Senior Microsoft 365 Developer

Reference:
Date: June 2023

Band: 9 (£40,478 - £44,539)
Service: Digital & IT
Team: Software Development
Responsible to: Lead Software Developer
Workplace: County Hall, Morpeth

Job Purpose

The Senior Microsoft 365 Developer will be required to lead the successful design, development, and implementation of Microsoft 365 solutions to enhance business processes and increase productivity in line with strategic, best practice and legislative needs.

Resources

Staff:
Has some responsibility for the work of others and for the allocation of resources. This may include mentoring graduates, internships and apprentices

Finance:
Negotiate, influence and help to set budgets in complex environments up to the value of £5m. Write or input into business cases and can expertly communicate business-value propositions. Supporting the monitoring of contracts up to £10M.

Physical:
Maintain and operate key corporate information systems, ensuring careful use of allocated tools and equipment.

Clients:
Interacts with and influences immediate colleagues to negotiate, persuade or convince a course of action that would otherwise have not been considered. Acts as the escalation point to resolve large or high-risk commercial management issues.

Duties and key result areas

- Provide strategic advice to the IT / Digital Leadership Team in relation to strategy, best practice, legislation or other specialist initiatives within the field of M365 development.

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- Helps develop technical design patterns for Power Platform development at NCC
- Contribute to corporate development of M365 working with relevant lead members, partners, commercial providers, stakeholders and service leads.
- Demonstrate leadership and a modern standards approach to the identification, delivery and improvement of application standards to deliver M365 products that will enable the council to deliver its digital transformation ambitions.
- Keeping abreast of the market and trends in M365 development, regularly undertaking research into new M365 techniques, providing advice on digital transformation across all service areas and supporting the development of relevant business cases.
- Maintain a high level of M365 development skills in coding languages in the selected technology set.
- Contribute to overall architectural direction for the authority regarding M365 development.
- Design and develop complex software solutions to meet the needs of the organisation and wider citizen and business needs.
- Design and test systems with both business and technical complexity, Design and build complex solutions and services with security controls embedded, specifically engineered as mitigation against security threats as a core part of the solutions and services.
- Ensure all services and applications are built upon APIs wherever possible allowing future extension and integration.
- Ensure all services and applications built or procured adhere to the Gov.uk Technology Code of Practice
- Lead on the development of best-practice guidelines and continuous improvement of those guidelines
- Follows agreed standards in order to write clean, secure and well-tested code
- Helps to resolve problems (e.g. poor system performance) and faults (e.g. system failure), occurring in Microsoft 365 developed applications
- Conducts investigations of operational problems, makes proposals for improvement and implements them when appropriate. Participates in reviews of digital services and systems performance, provides advice and assists.
- To take part in professional development and training as identified and to attend relevant conferences/seminars/workshops as and when requested.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the band has been established on this basis.

Working arrangements

Transport requirements
Travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.

Working patterns:
Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.

Working conditions:
Minimal exposure to working outdoors.

Person Specification

Senior M365 Developer

Qualifications and Knowledge		
Essential	Desirable	Assessment
- An appropriate degree or equivalent experience - A technical qualification or evidence of competency in IT. - Significant specialist knowledge and experience of enterprise M365 development with a proven and demonstrable track record. - Able to consider a range of practices, precedents, concepts and principles to determine best practice, within the specialist area of M365 Development. - Able to plan and implement organisation wide processes and procedures, tools and techniques for the identification, assessment, and management of risk inherent in the operation of business processes and of potential risks arising from planned change. - Knowledge of programming techniques and methodologies. - Detailed knowledge of DevOps practices and culture and associated practices like continuous deployment and testing - Evidence of continuing professional and managerial development.	Microsoft Certifications relevant to the role	1. application form 2. interview

Experience		
Essential	Desirable	Assessment
• Significant experience with M365 Products including PowerPlatform, Model Driven Power Apps, Canvas App & Flow and/or Microsoft SharePoint Online, OneDrive, and Teams. • Significant experience analysing business requirements and identify opportunities to transformation business processes using Robotic Process Automation (RPA) and Automation techniques. • Experience with programming languages such as JavaScript, C#, HTML, .NET and CSS, as well as experience with software development methodologies such as Agile and DevOps. • Experience integrating third-party applications with Microsoft 365 using APIs and web services. • Significant experience of delivering complex M365 applications in collaboration with users as part of a multi-functional agile delivery team • Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders. • History of championing technical evolution within an organisation, find, test, agree and adopt emerging technologies. • Extensive knowledge and experience of reviewing systems designs of others to ensure the selection of appropriate technology, efficient use of resources and integration of	• Technical Architect Experience: M365, Azure, Identity Management, Security, Power Platform, Power BI, PowerShell	1. application form 2. interview

- multiple systems and technology.
- Experience of providing 3rd line support on products developed, including out of hours support as and when required.
- Be fully accountable for own technical work and/or project/supervisory responsibilities.
- Establish own milestones and team objectives and delegates responsibilities.
- Experience of building and leading teams of developers

Skills and competencies		
Essential	Desirable	Assessment
- High level of M365 development skills in coding languages in the selected technology set (JavaScript, C#, HTML, .NET and CSS,). - Highly skilled in the creating and maintaining technical documentation, including design documents, user guides, and operational procedures to ensure that all products produced have appropriate documentation to support with maintenance and future development. - Skills and experience of M365 development and testing techniques - Strong analytical and problem-solving skills, with the ability to think creatively and strategically to solve complex business problems. - Ability to manage multiple priorities and deliverables, with a strong attention to detail and ability to meet deadlines. - A thorough understanding of how to deal with ambiguity, complexity and diversity with a clear understanding of the		1. application form 2. interview 3. test

difference between user needs and the desires of the user. • A thorough understanding of how to interpret user needs and translate them into application and operational requirements. • Understanding of information security and ability to design solutions and services with security controls embedded, specifically engineered as mitigation against security threats as a core part of the solutions and services. • Evidence of collaboration with the Software Engineering/Development community to ensure usability, accessibility, security, stability and capacity are embedded in the development of our citizen services. • Extensive evidence of ability to write clean, secure and well-tested code • A history of developing on cloud-based environments like AWS and Azure • Detailed knowledge and experience of APIs, RESTful services and Microservice Architectures. • A history of being able to select appropriate design standards, methods and tools, and ensure they are applied effectively. • Ability to coordinate build activities across systems and can undertake and support integration testing activities.		

Physical, mental and emotional demands		
Essential	**Desirable**	**Assessment**
• Commitment to high standards of professional performance.		1. application form 2. interview

• Generally works from a seated position with regular need to walk, bend or carry items. • Need to maintain high levels of intense general awareness and enhanced concentration across a multitude of projects or services running at the same time for lengthy periods. • Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. • Contact with public/clients/ partners and internal employees • Ability to work to strict deadlines, dealing with conflicting demands, prioritising workload effectively. Plans own work to meet given objectives and processes • Exercises substantial personal responsibility and autonomy. • Ability to support staff, resolving conflict, motivating and managing change.		

Motivation		
Essential	Desirable	Assessment
• What really excites the successful candidate is problem-solving and the opportunity to deliver innovative technology that carries real value for users. • Draw value from collaboration with others, actively seek input from colleagues and value a multidisciplinary team over hierarchy. • Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. • Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.		1. application form 2. interview

• Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. • Proactive and achievement orientated • Able to work with minimum supervision. • Takes the initiative in identifying and negotiating appropriate development opportunities. • Plans, schedules and monitors own work (and that of others, where applicable), competently within limited deadlines and according to relevant legislation and procedures.		

Other

Essential	Desirable	Assessment
• Able to work outside of normal office hours including weekends, evenings and some early mornings.		