Position Description

POSITION TITLE:	Application Specialist, Microsoft
DEPARTMENT:	Corporate – Information Systems
RESPONSIBLE TO:	Manager, Data & Applications
DIRECT REPORTS:	N/A
INDUSTRIAL INSTRUMENT:	N/A
CLASSIFICATION:	N/A
LOCATION:	Panorama

☒National Police Check ☒NDIS Worker Screening Check

☐Working with children check ☒Drivers Licence ☐Medical

☐ Proof of full COVID-19 vaccination or an acceptable medical exemption

☐ Provide evidence of completion of NDIS Worker Orientation Module

Bedford exists to support people with disability to live the life they choose through a diverse range of skill-building opportunities, from social activities, experiences, supported employment and open employment. Underpinning this is the belief that diversity, inclusion and acceptance equals belonging for people of all abilities.

People with disability who live, work, and receive care from Bedford need to do more than just get by, they should be given the opportunity and resources to learn, grow and live meaningful, confident lives.

POSITION SUMMARY

Bedford is evolving and expanding our range of employment and other lifestyle solutions for people with disabilities by providing open employment and true capacity developing opportunities. This is truly significant positive change that will help ensure that Bedford builds on our proud 75-year history.

Reporting to the Manager Data and Applications, the Microsoft Application Specialist will be responsible for providing technical support, training, and maintenance for Microsoft applications, with a focus on SharePoint, Microsoft Dynamics, and Business Central.

As part of the wider technology delivery team at Bedford, the Applications Specialist will also be responsible for the analysis and change implementation of the organisation's applications portfolio.

KEY RESPONSIBILITIES

- Providing subject-matter expertise, technical support and troubleshooting for Microsoft applications, including SharePoint, Microsoft Dynamics and Business Central, to end-users
- Designing and delivering training programs for end-users on the different Microsoft applications used by the organisation from time to time
- Continuously developing and maintaining documentation for Microsoft applications including, SharePoint, Microsoft Dynamics, and Business Central, including user manuals and technical guides
- Providing input into the development of the organisation's applications portfolio by customising and modifying applications and Microsoft products to meet specific business requirements
- Collaborating with other IT professionals to ensure that Microsoft products and applications are integrated with other software / systems
- Communicating with internal teams, external service providers and vendors regarding application performance
- Developing and maintaining workflows, forms, and reports using SharePoint and Microsoft Dynamics
- Developing and maintaining customisations, extensions, and integrations for Microsoft Dynamics and Business Central to meet business needs
- Performing system maintenance and upgrades for SharePoint, Microsoft Dynamics, and Business Central
- Ensuring that SharePoint, Microsoft Dynamics, and Business Central are compliant with security and data privacy regulations
- Staying up-to-date with new features, updates, and patches for SharePoint, Microsoft Dynamics, and Business Central and provide recommendations for their adoption
- Championing the delivery of the *NDIS Practice Standards, NDIS Code of Conduct*, as well as the *NDIS Quality and Safeguarding Framework*

KEY CHALLENGES

- Staying current with Microsoft software updates and ensuring the organisation's applications are utilising the latest features and capabilities
- Requirements to integrate Microsoft applications and ensure compatibility with internal and external systems, such as finance, CRM, Payroll, third-party software or legacy systems
- Ensuring that the organisation's data is secure and compliant with data privacy regulations
- Ensuring the applications are performing optimally and efficiently, meeting business requirements and are aligned with the organisation's goals and objectives in an environment of rapid change and growth
- Providing subject expertise to other business units, ensuring that application changes are aligned with the organisation's goals and objectives

SKILLS / ATTRIBUTES

Personal Attributes

- Strong team player, with ability to work as part of a larger group or independently

- Able to explain ICT concepts to users in non-technical terms
- Able to articulate and document business, functional and technical requirements
- Able to critically analyse problems and identify solutions
- Able to prioritise duties and workload in alignment with business needs
- Experience working in an ever-changing, fast-paced environment
- Self-motivated, resilient, collaborative, and business-oriented
- An ethical, outcomes- and results-based individual, with a positive, can-do attitude

Essential Skills and Qualities

- A strong knowledge of Microsoft applications with a deep understanding of their integration, deployment maintenance and support, including but not limited, to Microsoft Dynamics, Business Central and SharePoint
- Demonstrated experience in a similar IT or digital technology role with hands-on experience in system implementation and support, DevOps and software development, infrastructure, and vendor management
- Proficient in software development with demonstrated experience in programming languages such as .NET and SQL, with examples of business applications
- Focused on delivering value to internal customers
- Strong analytical and problem-solving skills, with the ability to identify and analyse complex problems and develop solutions
- A keen eye for detail to ensure that the organisation's Microsoft applications are configured and functioning correctly
- Strong stakeholder engagement with a collaborative working style
- Strong communication skills to work effectively with stakeholders across the organisation, including business users, technical staff, and senior leadership
- Cleared to work (NDIS Worker Screening Check, National Police Clearance)

Desirable Skills and Qualities

- Microsoft-certified qualifications in key applications such as Azure, Microsoft Dynamics CRM, Business Central, SharePoint, Power Automate and Power BI
- Experience in managing projects efficiently

CORPORATE RESPONSIBILITIES

All staff are required to work in accordance with the *Work Health and Safety Act 2012 (SA), Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards) and any other legislation that is relevant to their role, and will:

- behave in a manner that is consistent with Bedford's mission, vision and values and that supports clients and employees to achieve their NDIS goals and objectives
- comply with Bedford policies and procedures as amended from time to time, including the Code of Conduct
- acquire and maintain work health and safety knowledge relevant to your position
- participate in PDP process if / when required by Bedford
- participate in mandatory training as relevant to your role and as required by Bedford

OTHER RELEVANT INFORMATION

Further information about Bedford may be found at bedfordgroup.com.au

I confirm that I have read and understood the Position Description for the position of Application Specialist, Microsoft.

[NAME]

Signed _____

Date _____