

O365 Administrator

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Company: Livestock Information

Location: United Kingdom

Category: other-general

O365 Administrator

Are you a Microsoft O365 Administrator looking for a new challenge?

Do you have a strong background in O365 administration and an understanding of ITIL/ITSM frameworks?

Would you be interested in helping with the running of crucial platforms that help the government keep Livestock safe and healthy?

If so, we'd love to hear from you!

At Livestock Information Ltd, our mission is to be an outstanding service provider of livestock data, empowering government, industry, and farmers to effectively manage disease and infection control, whilst enhancing productivity and innovation in agriculture. To achieve this, we need great people, who share in our values.

We are now looking for an O365 Administrator to join us fully remotely in the UK. As the O365 Administrator, you will be responsible for providing efficient technical assistance and support to internal stakeholders and managing the organisations Email, SharePoint, Intune, Teams, Azure Active Directory and other Office 365 related cloud-based services.

You will have demonstrable experience in ensuring O365 services are well configured, maintained, and optimised to the evolving needs of the business. You'll also have a foundation in ITIL principles, good problem-solving skills, and the ability to manage both

project based and business as usual activities to meet expected deadlines.

Responsibilities

User Identity and Credentials Management: Set up and administer user accounts, groups, and permissions within the Office 365 environment. Ensure seamless access to tools and applications for employees. Monitor system health and address any issues that arise within the platform.

Mailbox Configuration and Maintenance: Mailbox management including email forwarding, shared mailboxes, and email security settings. Facilitate secure and efficient email communication.

Office 365 Compliance Features: Implement and manage compliance features such as data loss prevention (DLP), eDiscovery, and retention policies. Ensure compliance with legal and regulatory standards.

SharePoint Online Administration: Administer SharePoint Online, including site creation, configuration, and management. Facilitate collaboration and document management across the organisation

Microsoft Teams Deployment and Management: Oversee the deployment and management of Microsoft Teams. Configure policies and integrate Teams with other Office 365 services for enhanced internal communication and collaboration.

Monitoring and Troubleshooting: Monitor and troubleshoot Office 365 services and connectivity issues. Utilize tools like the Microsoft 365 admin centre and PowerShell scripts to ensure optimal performance and user satisfaction.

Office 365 ProPlus Deployment: Manage the Office 365 ProPlus deployment, including software updates, version control, and user installation options.

Incident Management: Receive, prioritize, troubleshoot, and resolve IT-related incidents reported by users through various channels such as phone, email, and chat. Ensure timely resolution and effective communication with end-users.

Service Request Fulfilment: Process service requests, fulfilling user requirements and

provisioning resources according to established ITIL processes and guidelines.

Problem Identification and Resolution: Analyse and diagnose issues to identify root causes, implementing appropriate solutions or escalating to higher-tier support when necessary. Provide comprehensive technical support to end-users, assisting with software and hardware issues, account management, access rights, and system configurations.

Documentation: Maintain accurate and up-to-date documentation of incidents, requests, resolutions, and procedures in the IT service management system (ITSM).

ITIL Adherence: Apply ITIL best practices and processes, including Incident Management, Problem Management, Change Management, and Service Level Management, to ensure efficient and standardized service delivery.

Continuous Improvement: Contribute to process improvement initiatives by identifying recurring issues, proposing solutions, and actively participating in knowledge sharing and training sessions.

Customer Service: Demonstrate excellent interpersonal skills and a customer-centric approach, ensuring a positive user experience and high levels of satisfaction.

Technical Expertise: Stay current with industry trends, emerging technologies, and best practices to enhance technical skills and knowledge.

Requirements

ITIL Foundation certification or higher desirable demonstrating a strong understanding of ITIL principles.

Proven experience in an administration role, preferably in an ITIL and Azure environment.

Proficiency in incident and problem resolution using ITSM tools.

Strong problem-solving and analytical abilities, with a methodical approach to troubleshooting.

Effective communication skills, both written and verbal, with the ability to convey technical concepts to non-technical users.

Ability to work independently and collaboratively in a team environment.

Adaptability to changing priorities and willingness to learn new technologies.

Benefits

The salary for this role is £35,000-£45,000.

As an LI employee, you will be entitled to our company benefits which include:

Remote-first working set up

33 days annual leave, inclusive of Bank Holidays

4 x annual salary Life Assurance

Market leading pension through Legal & General

Enhanced Parental leave

Excellent learning, training and, career development opportunities and funding

24/7 access to our Employee Assistance Programme

An inclusive culture where everyone is respected and valued

Application and Interview Process

To apply for this role you will need to submit a CV and answer some pre-screening questions.

The interview and assessment process for this role will involve a telephone interview with our Talent Team, followed by a first stage and a final stage interview. All interviews will be conducted fully remotely via MS Teams.

If we need to make a reasonable adjustment so that you can complete your application,

please contact us as soon as possible by emailing before the closing date to discuss your needs. Apply before 4:00pm on Thursday 2nd May 2024. Any applications submitted after the cut off will not be considered.

Diversity statement

At Livestock Information, we value diversity and believe that every individual brings different strengths. We understand that not everyone may possess every single skill outlined in this job description, but if you believe you have a solid skill set that enables you to excel in this position then we really encourage you to apply.

Disclaimer

Livestock Information Ltd. cannot sponsor work visas at this time.

Livestock Information Ltd. Does not discriminate based on race, sex, colour, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.

Livestock Information Ltd. Does not accept unsolicited CVs from any source other than directly from a candidate. Any unsolicited CV's not originating directly from a candidate and sent to Livestock Information Ltd or any Livestock Information Ltd employees, including unsolicited CVs sent to a Livestock Information Ltd mailing address or email address, are rejected. Livestock Information Ltd will NOT pay a fee for any placement resulting from the receipt of an unsolicited CV. Livestock Information Ltd considers any candidate for whom the recruiter has submitted an unsolicited CV referred by the company free of any fees.

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