



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Platform Specialist (Azure / Microsoft 365 / Windows)

Department/Division: Data & Technology Services

Accountable to: Head of Platforms

Criteria	Evidence	E/D
Knowledge and Experience	Educated to Degree-Level (or equivalent) in a technical subject or relevant work experience.	E
	Experience of managing Windows enterprise server-based systems including Active Directory.	E
	Excellent knowledge of Microsoft Windows Server systems administration, including system security, performance optimisation, patching, monitoring and alerting.	E
	Experience of running Microsoft cloud-based services in Azure and the Microsoft 365 platform including key components such as Entra ID, Exchange, SharePoint and Purview.	E
	Experience of utilising Microsoft cloud elements such as Conditional Access, PIM, Intune in combination to deliver enhanced and sophisticated security options.	E
	Experience of producing appropriate PowerShell scripts and programming to support the operation of server services or cloud-based automation.	E
	Experience with Microsoft cloud analytics and/or log analysis tools such as Splunk.	E
	Experience with Microsoft cloud-based device management services and automation such as Intune and Autopilot.	D
	Experience with data classification methods and migration tools.	D
	Experience of performing a range of work, sometimes complex and non-routine, in a variety of environments and apply methodical approach to issue definition and resolution.	E
	Good general IT skills, including experience of Microsoft Windows, Microsoft Office software suite including MS-Outlook.	E
Knowledge of ITIL or other best-practice service management and control.	D	



	Previous experience working in a Higher Education environment.	D
Communication	Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.	E
	Experience of taking a proactive approach to liaising with colleagues across an organisation.	E
	Experience of delivering clear and consistent communication with team and colleagues.	E
	Confidently handle challenging conversations or situations and can support others in the process.	E
	Listen to, understand, respect and accept the value of different views, ideas and ways of working.	E
	Excellent communication skills with a good command of the English language both orally and in writing.	E
	Excellent face to face and telephone manner and able to support and empathise with users of the service in time-sensitive situations.	E
	Evidence of ensuring staff members are treated with respect and experience of handling difficult feedback when behaviours are inappropriate.	E
	Able to deliver technical training to support staff to ensure efficient support processes.	E
Teamwork and motivation	Understands purpose of role and how that contributes to the work of the team.	E
	Calm under pressure when dealing with urgent issues or high profile users and situations.	E
	Actively engages in self-learning activities both self-initiated and identified in a review.	E
	Experienced in understanding and supporting clear directions and messages for team members.	E
Liaising and Networking	Experience of sharing knowledge and experience with others openly and effectively.	E
	Experience of facilitating feedback sessions from groups of customers to understand concerns and issues.	E
	Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives.	E
Planning and organising resources	Able to plan own work and deliver effective, agreed outcomes as per scheduled.	E
	Able to identify and design service improvements to the service.	E



	Demonstrates a proactive attitude towards support.	E
	Able to prioritise competing tasks in an efficient and practical manner.	E
	Able to complete and update tasks related to operational or project plans.	E
	Able to contribute to project start-up activities to define project scope as a technical lead.	E
	Good understanding of service management processes such as incident management and problem management, including major incidents.	D
Initiative and problem solving	Experience of resolving incidents that are escalated from other colleagues that are technical in nature, or involve a challenging situation.	E

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.