



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

**Job title:** M365 Product Specialist

**Department/Division:** Data and Technology Services (DTS)  
Owner

**Accountable to:** M365 Product

### Job Summary

The post holder will be responsible for managing a range of M365 products, and working closely with stakeholders to scope, document and deliver requirements and provide support, training, and guidance on the M365 products in order to transition to service

Key tasks will include:

- Translating business requirements as described in user stories into working solutions within the Microsoft Power Platform
- Leading design and development of solutions to automate business processes using Power Automate
- Communicating and translating process automation requirements to both technical and non-technical stakeholders
- Engaging across the business to understand user and business requirements and application software development needs
- Undertaking regular audit of platform processes and artefacts and making/executing recommendations for improvement
- Leading, mentoring and contributing to the development of Power Platform Developers, a Power Platform Community of Practice, and establishing and growing an extended & empowered development community

### Duties and Responsibilities

#### General

- Being a Subject Matter Expert for the School's Power Platform capability and acting as a technical escalation point.
- Championing and supporting the software development lifecycle of Power Platform solutions
- Designing, developing and implementing no-code/low-code applications and solutions where practical on the Power Platform to support automation, integrations, and data flows solutions for internal and external clients
- Using a continuous delivery framework and best practice Agile/Scrum



- Creating appropriate technical documentation for ongoing development and support of the applications and solutions
- Establishing pre-emptive testing arrangements, handover criteria and a document/knowledge set for service transition and ongoing support
- Ensuring robust access and information security configuration including Role Based Access Controls for published business applications and solutions

#### **Communication**

- Communicating effectively with staff at all levels in DTS and other departments to ensure high quality services are delivered.
- Communicating and liaising with external suppliers and sector partners.
- Producing technical documentation to a high standard, including specifications for requirements and solutions, user manuals and other necessary internal notes/documents for knowledge base.
- Assisting DTS colleagues with regard to analysis, design and development of various systems and applications.
- Attending appropriate conference/seminar events and disseminating information gained.

#### **Teamwork and Motivation**

- Being an active participant in a self-managing, agile team.
- Liaising with users and their colleagues, other staff within Data and Technology and other IT providers, LSE departments and external organisations as appropriate.
- Leading on projects to develop new technical solutions for the School.
- Managing the customer relationship between DTS and clients.

#### **Liaising and Networking**

- Building and maintaining effective working relationships with colleagues in DTS, other ICT managers and other departments for the mutual exchange of information, the planning and delivery of solutions and projects, and for the resolution of problems.
- Assisting in vendor relationship management, including the development and enforcement of appropriate service level agreements.
- Building and maintaining relationships with external suppliers, consultants, sector partners and community peers to obtain high-quality provision of products, solutions and information relating to the delivery of Data and Technology solutions to the School.
- Working closely with the Data and Technology Operations group teams to ensure that data is accessed securely and in a manner that does not have a negative impact on the LSE database systems.
- Working closely with Data and Technology Operations teams to ensure that appropriate training material and support documentation is in place and that support paths are clear.
- Maintaining a positive customer relationship between DTS and colleagues across the LSE.

#### **Service Delivery**

- Providing analysis, design and development to a high standard in collaboration with clients and other DTS staff.
- Providing support to a high standard for various systems and applications and sharing of knowledge to colleagues where required.

#### **Planning and Organising Resources**

- Developing and forwarding plan development and maintenance in close collaboration with DTS clients, with excellent organisational skills, strong attention to detail and in depth technological know-how.
- Becoming familiar with relevant School IT-related procedures and policies.



- Managing, escalating and reviewing as required all support requests by leveraging IT resources across the School.
- Informing the School's Data and Technology strategy.

#### **Initiative and Problem Solving**

- Exploring, advising and solving issues faced by Data and Technology clients.
- Producing as required the documentation to effectively develop and maintain projects.
- Applying knowledge of industry and sector developments to the benefit of the School.
- Leading, as necessary, the solution of problems on behalf of the user where this involves liaison with other members of DTS, other ICT departments in the School or external suppliers.

#### **Investigation, Analysis and Research**

- Maintaining a high degree of expertise and staying up to date with technical, industry, legislative, and other developments involving business intelligence applications and solutions, while maintaining an awareness of current technologies and the resolution of faults.
- Identifying relevant risks and ensuring that these are recorded and managed appropriately.
- Advising the Head of Design and Build on suitable products within the commercial market place to meet identified needs, to identify gaps that the commercial marketplace cannot fill, and to offer alternative solutions to a market approach as needed.
- Advising the Head of Design and Build on the relevance and suitability of new and emerging technical and operational standards to Data and Technology.
- Sharing knowledge and experience with peers in and outside of the academic community through regular attendance or presentations at relevant events and conferences.

#### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

#### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

#### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

#### **Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.