Computer Technology Analyst I-III, SharePoint/Office 365 Developer/Administrator

Salary: $83,907 - $140,088 (USD) Annually

Final filing date: Open until filled. NCPA reserves the right to close this posting once a sufficient number of applications have been received.

DEFINITION

Under limited direction creates solutions and workflows to maintain and enhance the Agency's Hybrid On-Premise/Online SharePoint platform and Microsoft 365 environment, consistent with the needs of the organization and evolving technological capabilities. Collaborates with other Information Services team members to organize and deliver customer-focused solutions to employees, members, and customers. Meets with other departments to develop or adapt custom sites, integrate workflow processes and assist with document library structuring. Responsible for developing and implementing custom workflows, automation, and integrations among enterprise systems. Develops dynamic, custom Agency web applications and workflows based on the Microsoft .NET framework, NCPA on-premises SharePoint platform, Office 365 and its associated business service apps environment, and Azure cloud solution.

ESSENTIAL DUTIES AND RESPONSIBILITIES
This position requires that the incumbent reports for work on time and maintains satisfactory attendance in accordance with Agency policy; Ensures work responsibilities are covered when absent; Arrives to meetings and appointments on time; Performs special assignments as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Level I:

This classification is an entry-level position that is not expected to perform with the same level of independence of direction and judgment as higher levels. Works closely with other senior-level analysts and is often given direction about how to complete tasks. Installs and troubleshoots hardware and software, performs system upgrades, evaluates and applies patches to systems. Works closely with customers and provides desk-side support through help desk requests. Communicates clearly and effectively to both technical and non-technical staff. Creates and maintains documentation.

Level II:

This classification requires having a minimum of two years of experience including both SharePoint and software application development. Receives occasional direction and guidance from other senior-level analysts, otherwise uses developed experience and professional judgment to successfully complete projects in accordance with defined requirements and established timelines.

Level III:

This classification requires having a minimum of four or more years of progressively responsible experience in the design and programming of computers. At least, one year which includes programming interactive programs, and one-year programming back-end relational database in the client-server environment. Experience shall include one year of systems analysis techniques. The position requires sufficient experience and independent, professional judgment to successfully complete projects in accordance with defined requirements and established timelines.

Responsibilities:

Design, brand and structure SharePoint and Office 365 implementations.

Work to define requirements and design the features of custom solutions operating within SharePoint and Office 365 environments.

Write and test SharePoint custom solutions in accordance with design documentation.

Responsible for SharePoint availability, reviewing user activity, error logs, site statistics and responding to problems.

Maintain SharePoint farms.

Maintain content management standards.

Assist and train authorized SharePoint Site Administrators to properly structure and organize content.

Responsible for designing, testing and implementing web applications and maintaining assigned sites.

Produce appropriate programming documentation with enough detail on which to base programming activities.

Maintain the necessary access permissions to provide user security to websites and pages

Provide SharePoint end-user support for both NCPA employees, members, and customers.

Occasionally operate a personal vehicle to travel to NCPA remote field sites to provide support to remote users.

Communicate with user departments in a cooperative and professional manner.

Be available outside normal working hours to provide emergency system support and, planned maintenance as necessary.

Ensures continued alignment of the M365 suite roadmap to NCPA business needs through collaboration, effective relationships, and a thorough understanding of NCPA work.

Builds strong relationships across all levels of the organization, within IT, and with key internal stakeholders.

Collaborates throughout IT ensuring execution of the overall roadmap.

Ensures that solution architectures align with privacy principles through close collaboration with NCPA security requirements.

Collaborate closely with teams who manage other portions of M365.

Manages Microsoft applications such as SharePoint, M365, and integrations.

MINIMUM QUALIFICATIONS

Level I:

Education and/or Experience

Bachelor's degree in Computer Science, Management Information Systems, Computer Engineering or related field from an accredited four-year college or university and at least six months of related programming experience and training.

Level II:

Education and/or Experience

Bachelor's degree in Computer Science, Management Information Systems, Computer Engineering or related field from an accredited four-year college or university and at least two years of related programming experience and training. A minimum of two years in design and programming experience including some experience programming interactive programs. Experience shall include exposure to systems analysis techniques.

Level III:

Education and/or Experience

Bachelor's degree in Computer Science, Management Information Systems, Computer Engineering, or related field from an accredited institution. A minimum of four or more years of progressively responsible experience in the design and programming of computers, including one-year programming interactive programs, and one-year programming back-end relational

databases in a client-server environment. Experience shall also include one year of systems analysis techniques.

KNOWLEDGE AND ABILITIES

Knowledge:

Knowledge of Office 365 Records Management is desired; Experience with Power Automate (Flow and Robotic Process Automation), Power BI, and Data Visualization desired, including administration; VB.Net and C# as core programming languages is essential; Knowledge of JavaScript, HTML5, and Cascading Style Sheets (CSS) for developing web pages is highly desired; CSLA (Component-based Scalable Logical Architecture) is an advantage; Knowledge of using PowerShell is desired; Oracle PL/SQL, SQL-Server T-SQL or similar SQL experience and understanding of relational database principles; Computer equipment and capabilities, data communications and local area networking, and client-server software is essential; Knowledge of principles and programming techniques used to implement on-line interactive applications, technical report writing, systems analysis techniques, database management concepts, and management information system concepts; Knowledge of DevOps and related best practices.

Abilities:
Ability to write moderately complex programs and develop detailed program specifications; Ability to be proficient in administering and developing programs in SharePoint, Office 365, and Azure cloud technologies; Ability to demonstrate an understanding of MVC (Model-View-Controller); Ability to stay up to date with related SharePoint technologies through training, product research and participating in conferences and user groups; Ability work effectively with a broad, diverse cross-section of peers and various individual personalities; Listen effectively, communicate with, and maintain a professional working relationship with co-workers; Communicate clearly, efficiently and professionally both over the phone and in-person; Ability to maintain a polite and professional manner when working with others; Ability to maintain strong communication and organizational skills; Ability to complete quality and timely work with minimal supervision.

SPECIAL REQUIREMENTS

Valid California Driver's License and insurance.

This job has no supervisory responsibilities.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit and view and operate a computer, use hands to finger, handle, or feel, reach with hands and arms and talk or hear. Requires manual finger dexterity and eye-hand coordination to operate and adjust office equipment such as computers. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

The noise level in the work environment is usually quiet.

All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.