

VACANCY

APPLICATION OPERATIONS AND OFFICE 365 ADMINISTRATOR - HEAD OFFICE - DURBAN

Applications for interested and suitably qualified candidates are invited in respect of the above vacancy

CORE PURPOSE OF THE JOB

The Application Operations Administrator will be responsible for the administration, configuration, and support of Office 365 applications and services. This role involves managing user accounts, troubleshooting issues, implementing updates, and ensuring the overall health and security of the Office 365 environment. The ideal candidate will have a strong technical background, excellent problem-solving skills, and the ability to work collaboratively in a dynamic team.

MAIN FUNCTIONS OF THE JOB

Office 365 Administration

- Manage and maintain Office 365 services including Exchange Online, SharePoint Online, Teams, and OneDrive.
- Configure and manage user accounts, licenses, and permissions.
- Monitor service health, performance, and usage reports to ensure optimal operation.
- Implement and manage security settings, compliance policies, and data protection measures.

Application Support

- Provide technical support and troubleshooting for Office 365 applications and services.
- Collaborate with internal teams and external vendors to resolve complex issues and escalate as necessary.
- Perform regular system backups, updates, and patches to ensure application stability and security.

Configuration and Deployment

- Assist with the deployment and configuration of new Office 365 features and applications.
- Develop and document standard operating procedures for Office 365 management and support.
- Conduct training sessions for end-users and create user guides or training materials as needed.

Reporting and Documentation

- Generate and review reports on system usage, performance, and issues.
- Maintain up-to-date documentation on configurations, changes, and procedures.
- Analyze trends and provide recommendations for improvements and optimizations.

QUALIFICATIONS

- Bachelor's degree in information technology, Computer Science, or a related field, or equivalent work experience.
- Relevant certifications (e.g., Microsoft 365 Certified: Enterprise Administrator Expert) are a plus.

PREFERRED EXPERIENCE

- Proven experience with Office 365 administration and support.

KNOWLEDGE

- Strong understanding of Office 365 services, including Exchange Online, SharePoint, Teams, and OneDrive.
- Familiarity with PowerShell scripting for Office 365 management.
- Knowledge of ITIL processes and best practices.
- Excellent problem-solving and analytical skills.
- Strong communication skills, both verbal and written.
- Ability to work independently and as part of a team.

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Kindly forward your CV to stephanie@albaraka.co.za