

Role definition

Job title:	Digital Workplace Analyst		
Reports to:	Digital Workplace Functional Lead		
Direct reports:			
Business unit:	IT	Location:	Tamworth

Summary

To assist with the analysis of business systems to design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements, all with the aim of improving business communications efficiency and productivity across the Morgan Sindall Group IT systems environment.

The role will require a good level of understanding for Microsoft O365 & D365 applications and clear insights into current business practices. Monitoring workloads including the triaging of customer issues and helping our customers with system usability and adoption of systems. Client-facing skills will play a major part in this role, effective communication with customers within the group is key.

Key objectives

- To assist with the analysis of current business models within the groups business systems
- Liaise with customers and assist with using the business systems
- Implement, configure and test feasible solutions
- Monitor workloads PMO, BAU and remedy tickets

Person specification

Qualifications and training

- Current IT deployment methodologies
- Project Management methodologies
- Business Information systems
- Business Studies

Technical skills and experience

- Experience with analysis, development or support with business systems
- Good working knowledge of business systems
- A good awareness of systems solutions i.e. Dynamics CRM (D365 CE), Sharepoint, COINS, Exchange, Active Directory, Reporting and Integration tools
- Good understanding of the Microsoft IT stack
- Excellent interpersonal skills
- Excellent spoken and written communication skills
- Confident problem-solving ability
- An awareness of project management methodology Agile, Waterfall, Prince2
- Experience of documenting business systems