ICMPD Job Profile
ICT OFFICER - M365 [1]

Functional Overview

Within the ICT Communications Technology Unit at ICMPD's Headquarters in Vienna, the ICT Officer -M365 works closely with the Team Lead of the ICT Innovation Team, to provide M365 expertise for the implementation of M365 across the organisation, support the design and implementation of improvements, collaborate on the development of best practices, support team-specific architecture setups, manage migrations and create essential training and workshop materials. As part of the ICT Innovation Team, s/he supports the further development of new ICT applications, adapting existing solutions, driving the digitalisation of the organisation forward, and providing solutions to the business needs.

Key Results

Collaboration in Best Practices Development: Proactive technical expertise provided to the ICT Innovation Team to further develop and refine M365 practices. M365 features systematically updated to continually enhance organisational practices. Effective collaboration undertaken with cross-functional teams to integrate and utilise M365 efficiently to meet ICMPD's business requirements. M365 performance closely monitored to identify opportunities for optimisation.

Support to Architecture Design: Effective technical assistance provided to the design of the architecture of SharePoint sites and MS Teams for various organisational units and project teams. Expert assistance provided in the setting up of efficient document libraries, ensuring alignment with established best practices. Solutions proposed for optimising collaboration and document management across the organisation. Working closely with the Team Lead, skilled technical input provided for plans and milestones ensuring they are achieved on time and within budget.

Management of M365 Migrations: Under the guidance of the Team Lead technical expertise provided to lead the migration process for the transition of the organisation to M365, with a smooth and efficient migration experience being ensured. Migration strategies developed to minimise disruption to the organisation's daily operations. Ownership assumed and solutions proposed to meet any challenging technical issues and followed through until resolution, advising on new capabilities, monitoring performance and continued effectiveness of the M365 transition.

Development of Training and Support Materials: Organisational M365 standards developed and maintained, ensuring adherence to compatibility requirements. Comprehensive training and support materials developed for M365 applications and tailored to the needs of the organisation. Effective training sessions and workshops conducted, with the aim of enhancing organisational proficiency in

[1] This project profile is classified at IP2.

M365. Ongoing technical assistance and guidance provided to the organisation to ensure the effective use of the M365 tools.

Cross-Functional Collaboration: Working with organisational units and project teams organisation-wide, an understanding obtained of the specific needs, with effective and tailored M365 solutions being proposed. Competent technical support provided to ensure effective cross-organisational communication and awareness raising, guaranteeing an overall cohesive approach to M365 usage. Regular and systematic assessments conducted to ensure the effective and smooth transition to M365 across the organisation.

Documentation and Reporting: Comprehensive documentation maintained and status updates, incident reports and performance metrics regularly provided to the Team Lead and the Chief Information Officer (CIO).

Required Expertise

- Capability to assess and further develop existing and new ICT applications/services aligned with organisational needs.
- Ability to conduct applications/service tests and creation of corresponding documentation.
- Ability to research and analyse new technologies and propose improvements.
- Strong analytical and problem-solving skills.
- Capability to create clear, user-friendly training and support materials.
- Excellent communication and collaboration abilities.
- Good interpersonal skills and ability to work in a team environment.

Qualifications, Experience and Language Skills

- Master's Degree related to the area of work.
- Minimum of 3 years of relevant working experience in an international context.
- Proven expertise in Microsoft 365, with a strong focus on SharePoint and MS Teams.
- Experience in supporting large-scale M365 migrations.
- Experience in the development of system-integrated workflows and alignment of business processes to technical systems.
- Experience with ShareGate and Power Platform, is an asset.
- Proficiency in (verbal/written) English; proficiency in a major EU language, Russian, or Arabic is an asset.
- Proficiency in use of standard IT tools.