

SharePoint Developer/Administrator

Organization:	Workplace Safety and Insurance Appeals Tribunal
City:	Toronto, ON
Job Term:	1 Permanent
Job Code:	I09
Salary Range:	\$76,382-\$112,555 per annum
Posting Status:	Open

The Workplace Safety and Insurance Appeals Tribunal (WSIAT) is a highly specialized adjudicative tribunal that hears appeals of final decisions of the Workplace Safety and Insurance Board. The WSIAT is currently seeking a highly motivated, experienced professional to join the team as a SharePoint Developer/Administrator. In this role you will design, develop, implement, and maintain complex SharePoint applications; and provide integrated software technology solutions and services within the Workplace Safety and Insurance Appeals Tribunal. The salary range for this position will be \$76,382-\$112,555 per annum.

What can I expect to do in this role?

Under the supervision of the Associate Director, Business Solutions, Information and Technology Services duties are as follows:

- Responsible for all aspects of SharePoint development, administration, upgrade and maintenance projects, including software design, development and testing; expert web and application development services; and business process analysis and user requirements elicitation in support of the Tribunal's case management, information management and other administrative systems.
- Works closely with Systems team and Security specialist, administering SharePoint servers/instances ensuring optimal and continuous operations, business continuity, and effective security.
- Works with, and takes advice and direction, from the senior application developers, contributing to the development of project plans for their assigned business solutions initiatives.
- Collaborates with multiple internal clients and stakeholders, and multi-disciplinary IT partners to: identify, define and clarify business requirements and deliverables, design, develop, test and implement SharePoint software solutions for the Tribunal involving web development, software development and systems integration; to report on progress, discuss and resolve issues, build support and facilitate implementation and change management activities.
- Participates in developing and executes SharePoint application development project activities through all phases of small and large scale, multi-year systems projects, including establishing priorities and schedules for assigned tasks, monitoring and reporting on progress, working in compliance with Tribunal and OPS corporate I&IT standards, policies, directives and strategies.
- Anticipates, identifies and resolves complex SharePoint application issues (e.g. SharePoint performance, missing functionality/enhancement requests); coordinates and ensures provision of technical expertise to resolve issues, provide advice and guidance to clients and other IT colleagues.
- Manages a complex set of interdependent steps in the application development life cycle and maintaining a level of flexibility required to adjust personal work plans as client business requirements are further defined or evolved.
- Tracks requested changes to project scope and identifies impact of change. Consults with senior IT colleagues and management to decide on disposition of change request within approval limits; escalates requests exceeding approval limits for decision. Revises work plans and schedule to implement approved changes.
- Executes systems testing and evaluation and ensures that applications are implemented according to established schedules, standards, processes and best practices.
- Reviews systems to ensure deployed SharePoint solutions meet business needs, including conceptual integrity, operational status and conducts follow ups to ensure client satisfaction.
- Provides reports and briefings to senior management related to progress of assigned work.
- With leadership and advice from senior IT colleagues maintains relationships with I&IT managers, senior client management and project stakeholders to promote SharePoint solutions; consults with

- peers in the IT community and in other jurisdictions to address systems issues and developments.
- Participates in steering committee and stakeholder forums to gather business requirements from target audiences.
- Provides project coordination and collaborates with other IT staff and consultants retained for specific project activities.
- Where appropriate, develops and seeks approval to establish new technology standards and procedures.
- Conducts systems configuration, installation and administration for the application development and hosting platforms. (e.g. Microsoft .NET stack including SharePoint site administration)
- Participates and provides subject matter expertise in the evaluation, planning and upgrade of application platforms that support the Tribunal's business application and digital solutions.

How do I qualify?

Knowledge:

- Highly motivated and experienced professional with three (3) years of work experience preferred.
- In depth understanding of the capabilities of Microsoft Office SharePoint Server from 2007 to 365.
- Knowledge of architectural design, web parts development, management and troubleshooting with a focus on planning, developing, deploying and supporting an enterprise SharePoint implementation.
- Knowledge of SharePoint administration tasks including SharePoint server setup and installation, monitoring server/instance health and overall maintenance, indexing and Enterprise Search services, ensuring backup processes are working correctly, validating and updating security permissions.
- Knowledge and experience using SharePoint tools and technologies such as SharePoint Designer, Power Apps, and Power Automate.
- Knowledge of application development project management theory, methods and techniques related to all phases of an IT project life cycle to develop fixes, minor enhancements and projects which address multi-year, multi-client requirements, and multiple interdependencies.
- Knowledge and experience of a variety of application development methods including: Agile, DevOps, Waterfall, and rapid application development (RAD).
- Knowledge of IT systems development phases, requirements and interconnections to develop effective project plans, manage activities and interdependencies throughout the project life cycle and to ensure implementation and change management requirements are effectively addressed.
- Business expertise and project coordination skills in progressive IT environment.
- Sound knowledge and understanding of business and systems analysis, application design and development, implementation and maintenance of both small and large-scale systems to coordinate/lead the development of effective and compatible SharePoint software and information systems to support the facilitation and automation of the Tribunal's caseload and information systems.
- Knowledge of information technology infrastructure and infrastructure design, personal computer systems, telecommunication technologies, development techniques/methods/practices to ensure applications being developed and delivered will operate effectively within these infrastructure systems.
- Understanding of network technologies, security issues, data recovery, portals, communication protocols, desktop technologies/associated operating systems and remote access systems as well as systems development methodologies/techniques to ensure that applications will operate appropriately within this technology environment.
- Understanding of the Tribunal's operations, workflow processes and information needs. Working knowledge of the Workplace Safety and Insurance Act, predecessor legislation and related regulations to ensure comprehensive understanding of the Tribunal's business needs and to meet the Tribunal's information automation objectives/priorities (e.g. SharePoint).
- Knowledge of OPS and WSIAT I&IT solutions, standards, process and strategies and the application and alignment of SharePoint solutions; industry standard SharePoint architecture, deployment and management practices; SharePoint technology trends to: provide input into the WSIAT's strategic operational I&TS plans; ensure compliance and system integration of the WSIAT's business solutions portfolio.
- Knowledge of change management principles, tools and approaches to align work with comprehensive

implementation plans and assist clients and stakeholders with change management activities and business process redesign activities.

- Demonstrated experience in a demanding environment with frequently changing/competing priorities and the ability to rapidly respond to urgent situations (e.g. resolve critical software system errors/bugs).
- Technical skills in all aspects of application design and development and technical skills in all aspects of database design, development and management.
- Knowledge and experience of the following additional platforms, concepts and tools:
 - Software development platforms such as: The Microsoft Visual Studio development and testing platform. The ability to configure and administer these platforms within both on premise and cloud-based infrastructure hosting environments. The experience necessary to provide SharePoint site administration services to the Tribunal's user base.
 - Relational database systems such as MS SQL Server and related tools
 - Data warehousing
 - Reporting software tools such as: Microsoft Report Services (SSRS RDL reports) and Power BI.
 - Business Intelligence
 - Core software applications including Microsoft Office, Adobe Acrobat, Powershell
 - Cloud platforms such as: the Azure cloud platform.
 - Desktop operating systems such as: Windows 10/11
 - Server Operating Systems such as: Windows, IIS, SQL server.

Program Responsibility:

- Provides coordination for SharePoint applications development projects. Escalates project issues related to risk, delays and other issues to ITS senior management and clients.
- Provides input into the WSIAT's strategic operational I&TS plans. Provides subject matter expertise in support of business cases and systems solutions to ensure compliance with OPS/WSIAT directives and guidelines; develops reports/recommendations to support senior level decision-making.
- Engages as a subject matter expert in the provision of comprehensive design, development, testing and implementation of complex, integrated SharePoint business software solutions and applications.
- Responsible for ensuring proper database design and implementation as well as for coding within all SharePoint software projects across the WSIAT.
- Confirms compatibility of SharePoint software development and integration projects and supports teams to ensure comprehensiveness and compatibility of related software development and integration efforts.
- Advises, partners with and provides subject matter expertise to technical staff and statistical analysts to ensure the integrity and compatibility of SharePoint servers, related network equipment and IT infrastructure.
- Provides input and subject matter expertise with respect to SharePoint technology standards and monitors application development and systems administration for compliance with these standards.
- Develops and implements governance policies and best practices for SharePoint usage.
- Ensures the security and integrity of SharePoint environments by monitoring access, permissions, and configurations.
- Documents SharePoint configurations, customizations and solutions.

Analytical Thinking:

- Research, planning and analytical skills to provide input into strategic operational plans; implement innovations and business solutions in IT.
- Provides input into comprehensive SharePoint project plans for the WSIAT's I&IT application development initiatives, which effectively manage complex interdependencies, anticipate potential issues and roadblocks, recommend innovative integration strategies.
- Participates in the identification of SharePoint IT solutions to meet client needs; facilitates use of innovative systems alternatives and integration strategies; identifies, monitors, manages and mitigates risks and issues within projects.
- Develops contingency plans for problem resolution situations, analyzes technical quality of SharePoint systems design and ensures consistency/compliance of business solutions with the WSIAT and OPS I&IT directions/standards.
- Determines optimum SharePoint systems solutions to meet user needs within time and budgetary

constraints and to determine required resources and methods of project development, service delivery and support.

- Conducts business process analyses and provides comprehensive design, development, testing and implementation of business (SharePoint) software solutions and applications in support of the WSIAT's case management, information management and other administrative initiatives to improve processes, statistical reporting, and information dissemination.

Planning and Coordinating:

- Planning and organization to meet the objectives of concurrent (SharePoint) projects; interact with clients and stakeholders; and minimize delays in project delivery to support client needs.
- Plans, designs, develops, tests and implements complex integrated business (SharePoint) software applications/solutions and system upgrades.
- Contributes subject matter knowledge to budget development and the determination of software, systems, tools and equipment costs re: IT application software requirements, migration and upgrade strategies.

Leadership/Guidance:

- Provides system development recommendations and technical consulting expertise in analysis, design, development, integration and deployment of the WSIAT's information applications and reporting systems to improve case management processes, statistical reporting and information dissemination.
- Engages in IT/cross-functional project teams and must translate operational needs and guidelines into business/functional requirements.
- Provides general technical reviews and determines acceptability of work performed.
- Ensures contentious issues are referred when necessary to steering committee leads and immediate supervisor, as required.

Independence of Action:

- The position operates under the direction of the Associate Director, Business Solutions but must have the ability to work under pressure with minimal guidance/oversight; decisions are guided by OPS/ministry I&IT directives, policies, standards and framework to meet critical client business requirements and to provide systems advice/guidance to WSIAT staff.
- Provides technical advice on the scope and direction of projects, contributes to the development of project budgets and advises on procurement/resourcing strategies; identifies and suggests project priorities/directions to support system integration, alignment and compliance with the WSIAT's IT strategies.
- Latitude is given to meet with and consult extensively with team leads throughout the WSIAT to capture business rules and information automation objectives and to develop applications within approved project initiatives in responding to these needs.
- Judgement is exercised in developing SharePoint software applications, developing project plans, managing priorities, and adhering to technology standards.

Communication and Interpersonal Skills:

- Effective communication skills to prepare and present recommendations to senior leadership and interact with staff members in the organization.
- Effective communication, consulting and negotiating skills as necessary to develop, manage and maintain relationships with a network of internal and external stakeholders, clients and IT partners, to discuss and define system's needs, identify and build support for solutions.
- Discuss and recommend strategy, resolve issues and report project status.
- Communicate with project implementation teams, advisory committees and focus/review groups to market and promote IT products, review/advise on major project milestones and provide input to critical program decision-making.
- Exercises tact and discretion during interactions with colleagues.

Additional Information:

Address: 1 permanent, 505 University Avenue, Toronto
Compensation Group: Management Compensation Group
Posted on: May 23, 2023

For **INTERNAL** candidates, please follow these directions:

1. Please log onto your ADP account and select Myself>Talent>Career Centre.
2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, please show how you demonstrated the requirements for this job. We rely on the information you provide to us.
3. If you require accommodation for a disability during any stage of the recruitment process, please notify us at Recruitment@wst.gov.on.ca. Recruitment staff will contact you within 48 hours.

For **EXTERNAL** candidates, please follow these directions:

1. Please submit your resume and cover letter through our online [WSIAT Career Centre](#)
2. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, please show how you demonstrated the requirements for this job.
3. If you require accommodation for a disability during any stage of the recruitment process, please notify us at Recruitment@wst.gov.on.ca. Recruitment staff will contact you within 48 hours.

Remember: The deadline to apply is June 5, 2023 11:59 pm EDT. Late applications will not be accepted. We thank you for your interest. Only those selected for further screening or an interview will be contacted.

**The Workplace Safety and Insurance Appeals Tribunal is an inclusive employer.
Accommodation is available under the Ontario Human Rights Code.**