Position Description

Position Title	Microsoft 365 Specialist
Position Number	30010965
Division	Digital Services
Department	Architecture and Applications
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	ADMINISTRATIVE Grade 5
Classification Code	HS5
Reports to	Manager, Application Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

This position is responsible for managing and supporting our organisations Microsoft 365 ecosystem. As the Microsoft 365 Specialist, you will have experience and in-depth knowledge of Microsoft 365 services (Teams, Exchange Online, SharePoint, etc).

This role will support end-users, collaborate with cross-functional teams to ensure seamless integration and operation of Microsoft 365 systems, maintain system security, lead complex troubleshooting and incident resolution, collaborate with other departments to understand IT requirements and implement solutions that align with business objectives.

Although Bendigo Health supports the concept of work / life balance, this role is expected to have a willingness and ability to occasionally work non-standard business hours and travel as required by the position.

Responsibilities and Accountabilities

Key Responsibilities

Microsoft 365 Administration:

- Provide specialist advice and technical guidance on Microsoft 365 services, including SharePoint, Teams, OneDrive, Exchange Online, Power Platform, and CoPilot.
- Contribute to Microsoft 365 governance, security, compliance, and information management practices, working with Cyber Security and Infrastructure teams to support platform decisions.
- Support platform strategy, solution design, roadmap planning, and adoption initiatives to optimise and enhance Microsoft 365 capabilities.

License and User Management:

- Participation in budget planning and preparation in relation to Microsoft licensing.
- Provision, maintain, and deprovision user accounts, ensuring proper license allocation and compliance.
- Managing Microsoft 365 user groups, distribution lists, shared mailboxes and permissions.
- Track and manage software licenses for Microsoft 365 and other essential tools.

System Monitoring and Troubleshooting:

- Monitor system performance, alerts, and service health in Microsoft 365 and Active Directory.
- Diagnose and resolve issues with Microsoft 365 services, applications and related infrastructure.
- Provide end-user support and training for Microsoft 365 tools and applications.
- Documentation, reporting and compliance. eg Maintain comprehensive documentation of Microsoft 365 configurations, setup procedures and IT policies.
- Conduct periodic audits of security credentials and access rights to ensure compliance with policies and industry standards.
- Generate reports on usage, security and performance metrics for management review.

Miscellaneous:

- Educating users on best practices and new features.
- Collaborate with diverse stakeholders to understand IT requirements and implement solutions that align with business objectives.

- Stay updated with the latest updates and trends in IT technology and security to recommend improvements to the IT ecosystem.
- Advising on data governance and compliance.

Key Selection Criteria

Essential

1. Proven experience as a Microsoft Specialist or in a similar role, with a focus on Microsoft 365 administration.
2. Strong knowledge of Microsoft 365 services (PaaS and SaaS), Exchange Online, SharePoint, OneDrive, Teams, Power Platform, CoPilot, Etc.
3. Proven experience in managing and optimizing seamless file sharing, collaboration and data security across the organisation.
4. Hands-on experience in user account creation and deployment.
5. Strong troubleshooting skills and ability to diagnose and resolve complex issues.
6. Excellent communication and teamwork skills, with the ability to train and support non-technical users.
7. Ability to work independently and manage multiple tasks and projects in a fast-paced environment.

Desirable

1. Familiarity with hybrid environments, integrating on-premises and cloud-based services.
2. Experience with Microsoft 365 security features such as Conditional Access, DLP and compliance management.
3. Knowledge of Azure Active Directory (AAD), MFA (Multi-Factor Authentication), and role-based access control (RBAC).
4. Tertiary qualification or certificate III or above in Information Technology, Business or other relevant discipline
5. ITIL v3 foundation certification.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.

- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.