



ASO6 M365 Business Apps Administrator Applications Services Branch

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

The Application Services Branch provides proactive support to ensure the availability and quality of applications used throughout SAPOL. The Branch manages and maintains SAPOL data and enables its transformation into useful information for business purposes. Application Services staff work closely with application and data business owners and users to optimise the use and functionality of applications and reporting to

Service

Integrity

Leadership

Collaboration

Courage

Respect



meet business outcomes. The Branch manages software throughout its life and also contributes to projects by providing expertise and advice and works collaboratively with project managers to ensure projects successfully transition to a supported life cycle mode.

The M365 Business Apps Administrator is responsible for coordinating and undertaking a range of complex business and technical analysis services, activities and programs that ensure the quality and availability of SAPOL’s Microsoft 365 tenancy, with a strong focus on business applications including Power Apps, Power Automate, Power Pages, and Dynamics 365. The role provides advanced technical and systems analysis, expert advice and services to application project teams and users to ensure the seamless transition of Microsoft 365 applications and features into the Application Services support environment. The M365 Support Analyst manages complex technical issues, provides guidance and assistance to other members within the team and provides support.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD with flexible remote work arrangements available
Qualifications	Nil
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

- The position reports to the Manager, Microsoft Cloud Services and provides technical support and guidance to team members.
- Works with application end users to manage and resolve complex technical problems and enhance the use of existing applications.
- Works closely with internal and external stakeholders to ensure the availability of systems, innovative solution development and problem resolution.

KEY OUTCOMES

Microsoft 365 Management

- Coordinate, undertake and review a range of complex business and technical analysis services, activities and programs to ensure the seamless transition and ongoing optimisation of Microsoft 365 services into the Application Services support environment.

- Administer, configure, and optimise core Microsoft 365 components including Teams, SharePoint, OneDrive, and Exchange Online.
- Manage licensing, access controls, permissions, and data governance across the Microsoft 365 environment.
- Provide expert advice and client-centric support to users and project teams on Microsoft 365 capabilities, transition processes, and best practices.
- Lead the administration and support of Microsoft 365 business applications, including Power Apps, Power Automate, and Power Pages, ensuring alignment with organisational needs and governance standards.

Azure Collaboration

- Develop and maintain collaborative working relationships with Azure team management and staff to ensure seamless integration between Microsoft 365 and Azure services.
- Provide expert advice and contribution to the configuration, deployment, and management of Azure-related projects.
- Monitor and ensure security and compliance protocols are maintained across the integrated platforms.

Strategic Input

- Provide expert advice and consultancy to multi-disciplinary project and BAU teams and business stakeholders including identifying and analysing business requirements to identify alignments with M365 capabilities.
- Establish and maintain productive technology partnerships with vendors and service providers in conducting the evaluation of technical deliverables and business support requirements.
- Research, evaluate and recommend new Microsoft 365 features and tools to improve productivity, collaboration, and security.
- Provide expert advice, training and guidance to users in relation to best practices, features, and usage of M365.

Continuous Improvement

- Identify trends and opportunities to promote continuous improvement and implement and review automation and optimisation techniques related to Microsoft 365, Power Platform, and Azure.
- Lead the development, deployment, and lifecycle management of Power Platform solutions, including Power Apps, Power Pages, and Power Automate.
- Establish governance frameworks for Power Platform usage, including environment strategy, data policies, and security controls.
- Coordinate and undertake the development of documentation, reports, and briefings, including solution configurations and processes.
Provide expert advice and contribution to change management, policy development, and governance activities.

Reporting and Compliance

- Monitor and ensure adherence to regulatory requirements, organisational policies, and data protection standards across the Microsoft 365, Power Platform, and Dynamics 365 environments.
- Support the configuration, customisation, and integration of Dynamics 365 applications with Microsoft 365 and Power Platform.
- Generate and disseminate reports and insights on usage, performance, and compliance to support decision-making and continuous improvement.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Proven experience in managing and developing solutions within the Microsoft 365, Power Platform, and Dynamics 365 ecosystems.
- Significant experience working with Microsoft 365 and Azure platforms and in configuring, managing, and optimising M365 tools and services.
- Sound knowledge of Azure infrastructure and configurations.
- Significant knowledge of contemporary project, change and configuration management principles and techniques, SDLC principles, and service management processes (ITIL) in the delivery of IT application services.
- Significant knowledge of Microsoft 365 and Azure platforms and business process re-engineering, and knowledge of related Government policy and agency procedures.
- Demonstrated ability to research, analyse and resolve complex problems and utilise appropriate methodologies, standards and documentation to facilitate the development, transition and provisioning of systems, solutions and devices.
- Ability to work independently, as well as collaboratively as a member of a team, under broad direction, and exercise judgement and delegated authority in identifying performance outcomes, reviewing and analysing of complex issues and developing and implementing appropriate solutions.
- Highly developed interpersonal and verbal and written communication skills including the ability to effectively negotiate and liaise with a diverse range of clients, stakeholders and vendors to articulate technical concepts and ideas clearly and concisely to both technical and non-technical audiences.
- Knowledge of the principles of Equity and Diversity requirements.
- Demonstrated knowledge and commitment to WH&S legislation, principles and practices; and risk assessment in accordance with the WH&S Act (2012), Regulation, approved codes of practice and AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines.

Desirable Characteristics

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Relevant Microsoft certifications.
- Previous experience developing or improving an application support service and the practical application of process improvement methodologies.
- Experience in project management, planning and delivery.
- Knowledge of Government policy related to ICT and information management and of information systems.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.