

## **Groupware Specialist - Microsoft 365 environment**

**Location: Tallahassee, Florida (On-Site)**

**Minimum Experience:** 3+ years

**Must have:** Groupware experience/Microsoft 365 Dynamics

### **SCOPE**

#### **Job Description:**

The primary function of this position is to provide technical expertise and systems analysis to the Enterprise Systems team in their work to manage and support the Microsoft 365 environment. The candidate must have a working knowledge of configuring services, supporting, monitoring, and maintaining an enterprise Microsoft 365 environment

#### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

#### **Experience:**

2 to 4 years of IT work experience in programming and systems analysis. Experience with groupware/messaging technologies, tools and relevant platforms.

#### **Primary Duties:**

*Intermediate professional level role.*

1. Works on multiple products, activities and projects as a project team member, occasionally as a project leader.
2. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system.

May coach more junior technical staff.

#### **Job Specific knowledge Skills & Abilities**

*Responsibilities include:*

1. Defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange).
2. Based on the business requirements, responsible for the implementation, maintenance, and support of groupware systems.
3. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs.
4. Responsibilities include providing technical leadership in the design, development, and promotion of selected groupware strategies.

Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.