## SharePoint Developer/Administrator

The Microsoft SharePoint Developer/Administrator position will focus on needs analysis, design, build and go-live in addition to support for a large Microsoft SharePoint environment. The preferred candidate should be considered an expert in Microsoft SharePoint, with a strong working knowledge of the product. In addition, preference will be given to candidates that also have skills in Microsoft Exchange and Microsoft Lync.

**Primary Accountabilities**

* Provides second-level support and assists with third-level support. Troubleshoots and manages resolution of operational problems for assigned software or hardware technologies.
* Builds understanding of communications and collaboration technologies within the organization through the creation of self-service options.
* Shares knowledge and mentors/assists team members and other peers who are less experienced or knowledgeable in a specific technology.
* Leads and direct others in the overall administration of a specialized platform or technology.
* Performs installation, configuration, and maintenance of technologies, software and solutions following established procedures and change control standards.
* Maintains up-to-date awareness of industry developments and best practices in their area of specialization.
* Manages own tasks within a project plan using I/S standard Infrastructure methodologies (SDLC).
* Manages medium to large size projects, or parts of a project, holding others accountable to delivery deadlines and quality.
* Complies with best practices that have been established for I/S projects at American Family.
* Participates in post-implementation reviews to identify opportunities to continually improve processes.

**Specialized Knowledge and Skills Requirements**

* Basic knowledge and understanding of software development languages and tools to integrate communication and collaboration technologies with other applications and business systems.
* Basic knowledge and understanding of one or more infrastructure technologies such as database, network, security, server, storage, and workstations.
* Demonstrated experience implementing and maintaining systems.
* Solid knowledge and understanding of one or more communication and collaboration technologies including: messaging; web/media server; multimedia customer contact technologies (call centers, web chat, email, etc.); multimedia productivity solutions (video conferencing, web conferencing, virtual meetings, etc.); unified communications and telephony technologies; social networking technologies; mobile messaging technologies and solutions; office productivity tools and solutions; virtualization technologies; and tools to support and maintain these technologies.