

Collaboration Platform Administrator

Role purpose

The Collaboration Platform Administrator enables effective, secure and modern ways of working across the City by administering, supporting and continuously improving the Microsoft 365 collaboration environment. The role combines strong customer service and technical troubleshooting with platform innovation, responsible use of AI, cloud application adoption, and practical training and guidance. The position supports SharePoint Online, Microsoft Teams, OneDrive, Power Platform solutions, digital forms and associated services, and contributes to the Council's broader transition from legacy systems to approved cloud platforms.

Role overview

EA & Classification	Hobart City Council Enterprise Agreement 2024 (or its successor) Municipal Officer Level 2
Position Number	9787
Number of direct reports	0
Responsible for total staff	0
Delegations & Authority	Nil
Budget level	Nil
Network, Group, & Team	Corporate Service Network, Information & Technology Services Group
Immediate Manager	Cloud Productivity Lead (4794)



Role accountabilities Key result areas

Cloud Transition & Content Migration

- Contribute to the Council objective of transitioning information and business processes from legacy environments to approved cloud collaboration platforms.
- Assist with scoped migration activities, including discovery, content preparation, permissions mapping, testing, validation, issue resolution and post-migration support.
- Use migration activities as an opportunity to improve information quality, structure, governance and the end-user experience while maintaining data integrity and security.

Collaboration Platform Administration

- Administer and maintain Microsoft 365 collaboration services, including SharePoint Online, Microsoft Teams, OneDrive, Power Platform and associated cloud applications.
- Manage sites, teams, permissions, groups, access controls, information architecture and platform settings in line with approved governance, security and information management requirements.
- Monitor platform health, service changes, capacity and operational risks, and maintain accurate technical documentation, knowledge articles and administrative procedures.
- Support digital forms and business solutions, including internal and external-facing forms, data preparation, testing and release support.

Customer Support & Troubleshooting

- Provide responsive Level 1 and Level 2 support for collaboration platforms, service requests, incidents and user enquiries in accordance with agreed service standards.
- Investigate routine and complex technical issues using structured diagnosis, testing, evidence-based problem solving and effective escalation to specialist teams or vendors.
- Monitor critical workflows and automations, identify failures or performance issues, coordinate timely remediation and communicate clearly with affected stakeholders.
- Demonstrate a strong customer service focus by translating technical concepts into practical advice and keeping users informed through to resolution.

Cloud Adoption, Training & Engagement

- Partner with business units to understand collaboration needs and help teams adopt approved cloud applications and modern work practices.
- Develop and deliver role-based training, demonstrations, awareness sessions, user guides and self-service resources that build confidence and capability.
- Engage with users, champions and stakeholders to gather feedback, identify adoption barriers and support consistent, accessible and inclusive use of collaboration tools.
- Measure and use service feedback, support trends and adoption insights to target improvements and strengthen the user experience.

Innovation, Automation & AI Enablement



M365 Collaboration Platform Administrator

- Identify opportunities to simplify work, improve collaboration and enhance service delivery through automation, low-code solutions, digital forms and modern cloud capabilities.
- Support the responsible introduction and adoption of approved AI-enabled tools, including Microsoft Copilot, by contributing to use cases, guidance, testing, training and continuous improvement.
- Promote safe and effective use of AI in accordance with Council policies, privacy, security, records management and information governance requirements.
- Keep abreast of Microsoft 365 developments, evaluate their relevance to Council needs and contribute practical recommendations to the collaboration platform roadmap.

Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- To implement the Council's WHS Management System, to ensure that the work for which you are responsible is carried out in accordance with this System and the WHS legislation and to provide appropriate WHS information, instruction, training and supervision to workers for whom you are accountable.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

NOTE: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.



Selection criteria

Qualifications and Licences

- Relevant tertiary qualification in Information Technology, Information Systems, Information Management, Information Governance, Computer Science or related discipline.

Essential

1. Demonstrated experience administering and supporting Microsoft 365 collaboration platforms, including SharePoint Online, Microsoft Teams and OneDrive, with the ability to troubleshoot and resolve platform, permissions, integration and user-related issues.
2. Strong communication, customer service and stakeholder engagement skills, with the ability to build productive relationships, understand business requirements, and provide clear advice and support to both technical and non-technical audiences.
3. Demonstrated ability to develop and deliver training, guidance and support resources, driving user capability, adoption and effective use of cloud collaboration technologies.
4. Experience implementing and supporting digital forms, workflows and continuous improvement initiatives, with a focus on improving business processes, efficiency and user experience.
5. Sound knowledge of information governance, records management, privacy, security and compliance principles, together with the ability to manage competing priorities, maintain documentation, support migration activities, and contribute to ongoing innovation and improvement.

Desirable

6. Experience with Microsoft Power Platform.
7. Experience with Microsoft Purview, retention, records management and compliance technologies.
8. Experience implementing, supporting or promoting Microsoft Copilot or other approved AI-enabled workplace tools.
9. Knowledge of IT Service Management principles and service delivery frameworks.
10. Experience supporting organisational change, digital adoption programs or communities of practice.

1. National Police check
2. Pre-employment Medical Assessment – Low Risk

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a



regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

Our Values



People

We care about people – our community, customers and colleagues



Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.

WORKING TOGETHER TO MAKE HOBART A BETTER PLACE FOR THE COMMUNITY

