

SharePoint Implementer

Job overview:

Implementation / coaching imply shaping the needs of the customer and to convert these needs into a workable collaboration platform within SharePoint. You create an implementation and customization plan and guide the client organization.

When we say support, we mean support on the software after the delivery/transfer of a project from the project team to the service team.

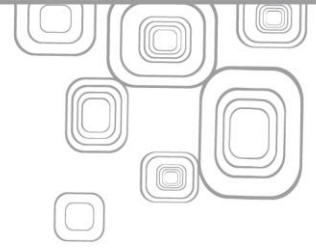
After the transfer you are able to listen to the needs of the customer, making analyzes of these needs and to make a distinction between potential issues and changes.

With your communication skills you create, together with the customer, the necessary plans, for customization and you are a guide for the customer's organization when it comes to following the change management process.

In this case, you will partially participate in a (internal) project. After project completion you may give additional SharePoint coaching/guidance and support to the customer (e.g visit the customer on a weekly basis and handle tickets regarding SharePoint environments of customers).

Profile

- Senior SharePoint Profile with a minimum of 3 years experience;
- You have a good conceptual understanding and empathy from the perspective of the customer;
- You have a proven experience in SharePoint, both functional as technical;
- You have flexible mindset to work in a rapidly evolving environment;
- You are creative and proactive without losing sight of the commercial aspect;
- You have a sense of responsibility and can work independently;
- You have knowledge of SharePoint configuration / customization;
- You are familiar with concepts and tools such as InfoPath, Excel Services, SharePoint Service Applications, Powershell, workflows, BCS, Reporting,... If needed you can rely for certain topics on your colleagues or you will have to do some research yourself;
- Knowledge of .Net is an asset and/or you are willing to work on it;
- Knowledge of Microsoft CRM is a plus;
- Knowledge of other similar collaboration tools is a plus;
- Knowledge of BPM tools, Agile Point in particular, is a plus;
- You are mobile in a wide geographic area;
- You are friendly and professional in dealing with the customer and are able to demonstrate customer focus;
- You can set the right priorities;
- You feel comfortable in a dynamic, sometimes stressful environment;
- You are stress resistant and can cope with SLAs and deadlines.



Tasks

- Installation and/or configuration of the SharePoint environment;
- Troubleshooting, e.g. by using health analyzer, performance issues, SharePoint/IIS logs;
- Ticket handling, e.g. taking up functional questions, incidents;
- Proactive management of SharePoint environments and/or discuss proposals;
- Analyze the needs of the customer to create a tailored proposal;
- Communicate to the client, schedule, monitor and partially implement the proposal in collaboration with other team members.
- Update the implementation and/or service documentation.
- Perform functional/technical tests of requested changes or extensions.
- Ensure timely and qualitative delivery according to the release process and perform the necessary follow-up on this.

What we offer:

- Competitive salary
- Flexible and friendly working environment within a dynamic team
- Access to various training programs
- Private medical insurance
- Meal tickets
- Long term career development programs
- Being part of a growing organization with Belgian roots