



## **EMPLOYMENT OPPORTUNITY**

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### **Office 365 Administrator**

**KSCS is seeking an experienced individual with a deep understanding of Office 365 applications to provide support to the Information Services Team.**

Under the supervision of the Manager of Information Systems, the Office 365 Administrator will be responsible for the configuration, maintenance, and optimization of our Office 365 environment.

#### **Required Education & Experience:**

- Bachelor's Degree in IT Technology, Computer Science, or related field, with one (1) to three (3) years experiences an Office 365 Administrator.
- CEGEP and or Vocational diploma in a computer discipline with three (3) to less than five (5) years of experience.
- Minimum High school diploma with five (5) to less than ten (10) years related work experience.
- A valid driver's license and access to a vehicle is a requirement.

**Status:** Indefinite full-time position, with a 6-month probationary period.

**Salary:** Starting at \$41.50/hour.

**Schedule:** 35 hrs/week; must be willing to work flexible hours as necessary.

**If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:**

KSCS Human Resources at [humanresources@kscskahnawake.ca](mailto:humanresources@kscskahnawake.ca). You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at [www.kscs.ca](http://www.kscs.ca). Call 450-632-6880 for more info.

**Deadline to apply is:** No deadline.

GENERAL INFORMATION	
<b>Code:</b> <b>Job Title:</b> <b>Department:</b> <b>Date of Job Description:</b> <b>Date of Revision:</b> <b>Job Reports To:</b>	<b>Office 365 Administrator</b> Organizational Support Service September 2024  Information Systems Manager

JOB DESCRIPTION SUMMARY:
<p>Under the supervision of the Manager of Information Systems, the Office 365 Administrator will be responsible for the configuration, maintenance, and optimization of our Office 365 environment.</p> <p>This role requires a deep understanding of Office 365 applications, strong troubleshooting skills, and the ability to collaborate with cross-functional teams. The Office 365 Administrator will play a crucial role in ensuring a secure, efficient, and seamless collaboration platform for our organization.</p> <p>The Office 365 Integration and Support Specialist makes decisions based on significant analysis and interpretation within policy. Modifies methods, techniques and procedures to achieve results. Has full autonomy to deliver to predefined accountabilities. Technical output is trusted as accurate and sound.</p>

CORE RESPONSIBILITIES and DUTIES	
Core Requirements	Duties
<b>Office 365 tenant configuration and management</b>	<ul style="list-style-type: none"><li>➤ Conducts initial setup and configuration of Office 365 tenants based on organizational requirements.</li><li>➤ Manages user accounts, groups, and licenses within the Office 365 environment.</li><li>➤ Implements and maintains security policies, compliance settings, and access controls.</li><li>➤ Administers Exchange Online, including mailbox creation, permissions, and email flow.</li><li>➤ Monitors and optimizes mail hygiene, spam filters, and message trace.</li><li>➤ Manages and troubleshoots SharePoint Online sites, document libraries, and OneDrive for Business accounts.</li></ul>
<b>Collaboration and communication</b>	<ul style="list-style-type: none"><li>➤ Configures and maintains Microsoft Teams for effective communication and collaboration.</li><li>➤ Integrates Office 365 applications with other collaboration tools to streamline workflows.</li><li>➤ Provides training and support for end-users in Office 365 applications.</li><li>➤ Ensures seamless communication channels and collaborative spaces for all users.</li></ul>
<b>Security, compliance, and troubleshooting</b>	<ul style="list-style-type: none"><li>➤ Implements and monitors security measures for Office 365, including conditional access policies and data loss prevention.</li><li>➤ Stays informed about Office 365 security best practices and implement necessary updates.</li><li>➤ Responds to and resolves user-reported issues related to Office 365 services promptly.</li><li>➤ Collaborates with support teams to troubleshoot and resolve complex technical problems.</li><li>➤ Documents Office 365 configurations, procedures, and best practices for future reference.</li></ul>
<b>Extensive coordination with active directory systems administrator</b>	<ul style="list-style-type: none"><li>➤ Ensures seamless integration between on-premises Active Directory (AD) and office 365 (Azure AD) environments.</li><li>➤ Provides unified identity and authentication management for users across both platforms.</li><li>➤ Maintains consistent security policies between on-premises and cloud environments.</li><li>➤ Manages and synchronizes user and group accounts to ensure accurate provisioning and de-provisioning.</li><li>➤ Implements and maintains single sign-on (SSO) for seamless user access to Office 365 services.</li><li>➤ Coordinates security settings, compliance policies, and access controls across both environments.</li><li>➤ Monitors the health and performance of directory services and resolves synchronization issues.</li><li>➤ Supports hybrid configurations and phased migration strategies for resources between on-premises AD and Office 365.</li></ul>

Performs any other job-related duties as may be required by the immediate Supervisor.
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COMMUNICATIONS	
Team Work:	➤ Frequently requires a level of collaboration and cooperation to get work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Commonly required to train or give information to stakeholders or clients.

ENVIRONMENTAL FACTORS	
Environment:	➤ Regular work week, moderate flex required.
Stress Factor:	➤ Moderate stress with some periods of high stress.
Deadlines:	➤ Some tight deadlines (unplanned).
Environmental Factors:	➤ Manipulates medium loads, 15-60 lbs, occasionally heavy loads.

ACCOUNTABILITY	
<ul style="list-style-type: none"><li>➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives.</li><li>➤ Provide expert-level support to end-users, addressing and resolving issues in a timely manner.</li><li>➤ Stay updated on the latest features and updates in Office 365, advising on best practices and ensuring the organization benefits from the latest capabilities.</li><li>➤ To ensure the efficient functioning of the duties required for the position.</li><li>➤ To ensure transparency and accountability of the duties required.</li><li>➤ To ensure optimum level of resource management through a clear sighted and effective manner.</li><li>➤ To ensure the most cost-effective financial measures are used.</li><li>➤ To ensure efficient outcomes required for the position.</li><li>➤ To maintain confidentiality practices.</li></ul>	

QUALIFICATIONS	
Education and Experience	<ul style="list-style-type: none"><li>➤ Bachelor’s Degree in IT Technology, Computer Science, or related field, with one (1) to three (3) years experiences an Office 365 Administrator.</li><li>➤ CEGEP and or Vocational diploma in a computer discipline with three (3) to less than five (5) years of experience.</li><li>➤ Minimum High school diploma with five (5) to less than ten (10) years related work experience.</li></ul>
Skills and Requirements	<ul style="list-style-type: none"><li>➤ Deep knowledge of security best practices, compliance within Office 365, and proficiency in PowerShell scripting for automation.</li><li>➤ Effective problem-solving abilities, excellent communication skills, and relevant Microsoft certifications (such as MS-100, MS-101, or equivalent).</li><li>➤ In-depth knowledge of Office 365 applications, including Exchange Online, SharePoint Online, OneDrive, and Teams.</li><li>➤ To provide services in a manner consistent with terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives.</li><li>➤ Excellent communication and interpersonal skills.</li><li>➤ Strong work ethics.</li><li>➤ Ability to multitask.</li><li>➤ Good knowledge of the community and the culture, issues, concerns and socio-economic problems facing the community.</li><li>➤ Possession of a valid driver’s license and access to a vehicle (some travel required).</li><li>➤ Available for flexible hours to participate in KSCS activities.</li><li>➤ Lifestyle must reflect that of a positive role model.</li></ul>
Assets	<ul style="list-style-type: none"><li>➤ Knowledge of Kanien’keha language.</li><li>➤ Knowledge of statistics.</li></ul>