

Position Title: **SharePoint Support Analyst**

Department: **Professional Services – Support Services**

Position Summary:

SharePoint Support Analysts at PointBridge contribute directly to our mission by providing extraordinary support to our customers and assisting them in finding solutions to business problems. You will solve these problems by working in an energetic, team-oriented environment collaborating with smart, motivated people.

Job Competencies:

- Represent PointBridge in communications with corporate customers via phone, e-mail, and web conferencing to assist our Support Services clients in resolving technical issues and configuration of Microsoft SharePoint and Office365 products
- Respond to customer needs, both within and outside of normal business hours as part of an on-call rotation
- Provide an outstanding, positive customer experience in challenging situations that may involve technical and non-technical users
- Guide and assist customers in building SharePoint solutions by listening and understanding the needs of their business
- Communicate effectively with varying audiences from highly technical engineers, to business users, and to executive level management
- Participate in team meetings to discuss ongoing issues, share knowledge, and contribute ideas and opinions
- Demonstrate leadership through personal responsibility, accountability, and teamwork
- Work in a team to collaborate and/or lead efforts from resolving customer issues to helping define long-term strategic goals of the Support Services team
- Passion for learning, teaching, and collaborating with others and being an advocate for the needs of clients
- Create technical content including Knowledge Base articles, training documents and blog postings
- Maintain strong working knowledge of Microsoft SharePoint and Office products
- Apply and share knowledge; contribute ideas and opinions
- Exude and support the qualities that are core to the values of PointBridge

Knowledge, Skills, Certifications:

Required:

- Previous experience working in technical support in an administrative or consulting capacity
- Experience building solutions with SharePoint Designer, InfoPath, Word, Excel, and Access
- Experience in configuration of SharePoint 2007, WSS v3, SharePoint 2010, or SharePoint Foundations sites to meet the needs of business users including:
 - Creating site templates
 - Creating custom workflows
 - Building executive dashboards
 - Creating surveys and forms
 - Security and Permissions planning and reporting
- Experience troubleshooting issues with SharePoint infrastructure, Web Browsers, and Office Applications, Performance Tuning and Analysis, and connectivity issues
- Demonstrated evidence of excellent business communication skills (written and verbal)

Preferred, but not required:

- MCTS: Microsoft Office SharePoint Server 2007 - Configuration, Microsoft Office Specialist or MCITP: SharePoint Administrator 2010 certification
- Previous Windows systems administration and IIS troubleshooting experience

The preceding job profile has been designed to indicate the general nature and level of work performed by associates within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees. Additional duties may be assigned and may be subject to change at any time due to reasonable accommodation or other reasons.