



Example of SharePoint Support Job Description

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Our company is growing rapidly and is looking for a sharepoint support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for sharepoint support

- Defines requirement and technical specification needs based on consultations, scheduling bug/defects with development resources and working with management in prioritizing enhancement requests for the platform
- Supports system testing and performance testing of the platform on a regular basis in supporting stability of the platform
- Administrate sites/sub-sites and libraries in accordance to WS ops
- Build and support large SharePoint server farms designed to meet both business and technical requirements (high availability, disaster recovery, WAN optimization, load balancing, at rest encryption, BLOB offloading, SSL, Kerberos)
- Troubleshoot complex technical incidents with multiple large SharePoint farms
- Perform system administration and support of Global iShare service globally based in ITS services
- Provide 2nd level support of Global iShare Services
- Good working relationship with Infra Services and ITSS department
- Liaise with customers on daily issues and provide resolution
- Working on tickets resolution to ensure it meets ticket Target Resolution Time (TRT)

Qualifications for sharepoint support

- Working within the Collaboration Services SharePoint Team, providing production support of core and non-core SharePoint platforms and solutions
- Very Good working Knowledge on SharePoint Migration
- Good Knowledge on One drive
- Hands on experience in using multiple tools for Migration
- 4 – 7 years' experience in customer support roles
- Experience in mailbox monitoring