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SharePoint Support Consultant

Softlanding helps organizations achieve their best by providing technology solutions and services that make them more productive. Our offerings focus on professional services as well as managed services. Softlanding specializes in Microsoft enterprise technology platforms, leveraging a combination of cloud, on-premises and hybrid configurations to increase productivity from the data center to end business users.

Softlanding is seeking an experienced SharePoint Support specialist with strong server-side and networking background to support a number of client SharePoint environments including user-adoption, and best practice use of SharePoint Online and SharePoint on-prem. Candidates interested in this opportunity should have high proficiency in SharePoint administration, configuration and development.

Job function over-view includes:

- Understand how to use the SharePoint ULS logs to troubleshoot issues
- Ability to analyze health check reports and identify potential problems
- Ability to use PowerShell to manage and automate SharePoint processes and farm configuration
- Familiarity with SharePoint migrations using tools such as ShareGate or the SharePoint migration tool
- Familiarity with SharePoint Online management
- Utilise PowerApps and Power Automate to enhance SharePoint library and list functionality
- Utilize PowerShell to manage SharePoint Online
- Creating and configuring sensitivity labels for SharePoint sites
- Familiarity with provisioning & troubleshooting service applications issues like User Profile Service, Search Service & Managed Metadata Service
- Ability to restore items using database backups and site recycle bins
- SharePoint Office integration issues
- Troubleshoot issues with Office desktop applications when used in conjunction with SharePoint (e.g. documents in SharePoint not opening in Office, check in/out issues)
- Tracking down missing files and/or list items
- Ability to use SharePoint audit logs in order to identify cause of deleted items
- Ability to track down misplaced items using SharePoint search
- Troubleshooting SharePoint workflows
- Ability to troubleshoot out of the box SharePoint approval workflows
- Managing SharePoint permissions
- Understand permission inheritance in SharePoint
- Help customers to understand why someone may not have access to specific items
- Understand the SharePoint patching process
- Nice to have:

- Provision a SharePoint farm
- Upgrade an existing SharePoint farm to a newer version
- Ability to build custom solutions and utilise the SharePoint script editor web part
- JavaScript
- C#
- Experience using Azure Automation and/or Azure Functions to automate SharePoint tasks
- Nintex skills
- Knowledge of IIS, SQL Server maintenance and configuration

Candidates interested in this role can be based across Canada but working hours are primarily PST and MST time-zone thus your general availability would need to align to these business hours. We thank you for your interest in Softlanding, and look forward to hearing from you.

(Your resume is kept in confidence and will not be shared with any 3rd party or agency)