Optum Command Center

SharePoint Administrator

Requisition

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Introduction

Throughout this summer the OCC has greatly expanded its use of SharePoint 2013. We have put the following systems in place:

BSL Intake Form

This system alleviates the amount of work BSL's have to go through to submit requests for their department. Users will be directed to submit requests to their BSL's through this tool. This way, BSL's have all the information they need to push a request through in one communication. Additionally, this tool allows our department to easily track expenses being routed through the BSL's.

Backup Incident Management Tool

The Backup Incident Management Tool was originally set up as a means to accommodate lines of business that did not have any Avaya skills and therefore could not be supported with the primary incident management tool. We have also realized the potential for this tool to support all of our lines of business in any circumstance where the primary incident management tool is unavailable.

Intraday Response Tool

The Intraday Response Tool alleviates work on the behalf of OCC Analysts by automatically compiling their collective intraday responses and automating the process of requesting approval

from WFM analysts. This tool will greatly reduce the amount of time it takes the OCC to send out one of its most vital communications. In addition to this, we have built in the capability to audit the time it takes analysts to write responses, request approval, get approval, and finalize their responses. With these time-stamps at hand, we can expect to make this entire process even more efficient.

Schedule Adjustments Tool

This tool provides management with a user-friendly interface to visualize requests for PTO, adjusted hours, bereavement, and overtime. This tool also allows management to compare when requests were submitted and to track how much overtime and PTO employees are requesting.

Furthermore, we believe there will be additional opportunities in the future for further development. This development will largely be to SharePoint, but will surely extend to other environments as well.

Problem statement:

All of these tools promise great benefits for our department but without proper management and maintenance will assuredly fall short. Here is a brief outline of the upkeep required to keep these tools functioning properly:

- Whenever a line of business is added we will need to:

    - Create new columns on the Incident Management Tool

    - Create new columns on the Intraday response tool.

    - Rework several workflows for the Intraday Response Tool.

- Whenever mapping gets adjusted we need to:

    - Rename or create new columns on the Incident Management Tool

    - Rename or create new columns on the Intraday response tool.

    - Rework several workflows for the Intraday Response Tool.

- Whenever we want to adjust the verbiage on any of these four tools the amount of maintenance could be anywhere from simply rewriting the verbiage on a nintex label to:

    - creating and editing columns

    - creating and modifying existing rules

    - creating and modifying existing controls

    - reworking workflows

- There are likely numerous other administrative needs that come up in other niche cases.

The problem we are faced with is that no one on the OCC team has the time or availability to learn SharePoint, let alone maintain it. It is for this reason that we are requesting a requisition to hire a SharePoint Administrator.

Recommendations:

Within the OCC alone, there is likely enough work to keep a SharePoint administrator busy in a full-time capacity. We have also come to understand that, in all of ESS, there is no one person designated with the primary job function to administer SharePoint maintenance and development. We have come to the conclusion that all of ESS would stand to benefit from having a SharePoint administrator at hand. For this reason, we request to hire a SharePoint Administrator to support all of ESS.

Job Description:

Title: SharePoint Administrator

Department: ESS

Job Overview: The SharePoint Administrator will be responsible for maintaining SharePoint sites, site contents, and addressing various SharePoint needs at the behest of management.

Duties and Responsibilities:

- Update and maintain SharePoint sites

- Manage SharePoint groups

- Develop SharePoint site contents

- Maintain SharePoint site contents

- Create and implement site workflows

- Update and maintain Hub pages

- Provide assistance with miscellaneous projects and tasks.

Required Qualifications:

- Experience creating SharePoint site content.

- Experience writing and implementing Nintex workflows.

- Experience developing dynamic Nintex forms

- Bachelor's degree in Computer Science, Web development, or a related field.

Prefered Qualifications:

- Experience with HTML

- Experience with JavaScript

- Experience with UI design.