



Position description

Position Title	<i>Senior ECM Analyst</i>
Group / Branch	<i>Finance & Technology/Business Technology Services</i>
Position Type	<i>Permanent</i>
Reports to (Title)	<i>Platform Lead (refer to organisation chart)</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The Business Technology Services branch is responsible for the delivery and support of Information Technology within South East Water. The Platform Management Team is responsible for the management and enhancement of various Platforms, Content Management Systems and Applications. This role is within the Enterprise Content Management (ECM) division in the Platform Management team and will mainly deliver and support a range of enhancements to OpenText Content Server Platform as well as delivery and level 3 support for SharePoint applications, requests and participation in M365 development activities.

Key Accountabilities

- This position serves primarily as a senior developer/analyst within the Platform Management/ECM team. It requires expertise in delivering ECM solutions and resolving complex support requests related to Content Server, while also supporting SharePoint service desk tickets and participating in M365 development activities as needed.
- Design, develop, test, and deploy new features in Content Server to meet evolving business needs.
- Perform routine maintenance tasks on the on-premises Content Server, including suite upgrades, patching, and configuration updates.
- Administer Content Server settings, particularly in areas such as records management, security, retention policies, xECM integration, and the Drawing Management Solution (DMS).
- Respond to service desk requests related to Content Server and SharePoint issues in a timely, knowledgeable, and customer-focused manner, ensuring compliance with SLAs.
- Contribute to ECM team members effort with Microsoft 365 tasks, including development, testing, and documentation.
- Contribute to project and micro-project activities, including application enhancements and development work.



- Work closely with data governance group to enhance documents, records and data quality, including management of data labelling, classification and security\privacy
- Take a lead role around the delivery, analysis, usage and support of ECM technology platforms.

Knowledge, Skills & Experience

Content Server Expertise

3 years extensive hands-on experience with OpenText Content Server versions 23.x/24.x, including:

- Installation, configuration, and maintenance of Content Server and associated modules.
- Administration of core settings including authentication services (OTDS), search configuration, user and AD group synchronization, and license management.
- Configuration of Intelligent Viewer and management of Windows and security patching across Content Server clusters.
- Development and maintenance of API integrations to connect Content Server with other enterprise systems.
- Execution of version upgrades across DEV/TEST/PROD environments.
- Advanced configuration of xECM for Engineering, vEng, Engineering Drawings, and the Drawing Management Solution (DMS).
- Creation of WebReports and LiveReports.
- Implementation of custom SQL queries, scripts, and stored procedures to extend platform functionality.
- Performance monitoring, issue resolution, and optimization of SQL queries to ensure database health.
- Familiarity with compliance standards including PROV and VPDSF.
- Integration of Teleform with Content Server.
- Configuration and support of Enterprise Connect with Content Server.
- Delivery of technical support and user training to promote effective platform usage.
- Enforcement of data security and compliance with retention, disposal, records management, and security clearance requirements.
- Implementation of robust backup and restore procedures.
- Documentation of system configurations, policies, procedures, and best practices.
- Participation in disaster recovery planning and execution.

Support & Service Delivery

- Triage and resolution of ECM-related service requests for Content Server and SharePoint, received via support desk, email, and phone.
- Investigation and troubleshooting of technical issues with a focus on timely and effective resolution.
- Ability to manage challenging customer interactions while adhering to governance and delivery standards.

Microsoft 365 & SharePoint



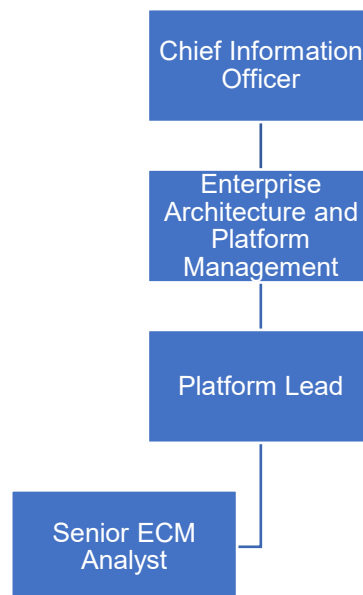
- Microsoft and SharePoint experience, willingness to learn and contribute to M365 development initiatives.
- Foundational experience supporting SharePoint requests, including:
 - Microsoft 365 (especially MS Teams)
 - SharePoint Online
 - PowerApps and Power Automate

Dimensions

Number of people managed

N/A

Organisation Chart



**Size of budget managed:**

N/A

Value of Assets managed:

N/A

Knowledge, Skills, Attributes & Experience**Minimum level of educational qualifications required**

Degree-level qualifications in Information Technology or related area are desirable. Related certifications are advantageous.

Attributes

- Follow the guidance provided through
 - Corporate IT Project Methodology
 - SE Water Digital Strategy
 - SE Development Methodology
 - SE Water Information Management Guidelines
 - Other SE Water standards, policies and guidelines
- Team player and a positive influencer with a proactive 'can do' attitude willing to learn and grow on the job
- Ability to work on multiple tasks, in an agile environment and changing priorities and demands
- Contribute in completion and the delivery of technical solutions.