



## Product Manager - Office 365

### *IT Department*

#### **The Firm**

Devonshires is a leading City law firm. We provide high quality legal services to our UK and international clients from our offices in London, Colchester and Leeds. We are recognised as a medium-sized niche firm, specialising in commercial / corporate, civil litigation, community housing, employment, projects and property especially in the area of social housing. Over the past few years we have grown significantly and now have approximately 250 employees.

#### **Job Purpose**

The Office 365 Product Manager will be the subject matter expert for Office 365 and responsible for driving user adoption to maximise the value of our investment in Office 365. The role holder will steer product development through focus on the organisation's goals and priorities. Key outputs for the role are a positive improvement in business practice, effective collaboration and efficient processes. You will work with the IT team, the wider business and the managed service providers to develop our adoption and increase the value from the Microsoft O365 technology stack and other applications and solutions across the firm. Responsibilities will include systems administration. You will also be expected as part of the IT team to develop knowledge of and provide application support to other of the firm's business critical applications including the Document Management System (iManage), Print and Scanning solution (Uniflow and Flowmatrix) and Practise Management System (Partner for Windows).

#### **Main Duties and Responsibilities:**

*This is not an exhaustive list and from time to time it may be necessary to vary these in order to meet the department and business needs:*

- Driving adoption of Office 365 across the business to enable Devonshires to manage our processes easily, collaborate with colleagues, clients and third parties effectively and confidentially produce reports based on reliable data;
- Establishing effective working relationships with colleagues at all levels across the organisation, including line managers, power users and champions, to ensure that the full value of Devonshires' investment in Office 365 is realized;
- Owning the Office 365 roadmap and product backlog, working with the Head of ICT and business stakeholders to determine how and when apps and features will be brought into service or deprecated;
- Developing and agreeing the architecture, taxonomies, standards and governance for O365 and then ensuring new Teams, SharePoint sites, O365 groups, etc are created in line with that;
- Working with the IT team, Service providers, Change Management, Project Management and Training functions to plan implementations, migrations and enhancements;

- Monitoring statistics to ensure use apps are well used across all teams, decommissioning areas that are no longer required;
- Identifying candidate processes for migration to Office 365 then specifying and implementing the best solution;
- Promoting an organisation wide commitment to change and the adoption of good practice to ensure the organisation's corporate strategy is realised;
- Be the primary technical resource for the Microsoft Office 365 technology stack: Exchange online, Teams, SharePoint/OneDrive, Intune, Power Automate, Azure AD, etc;
- Design, implement, maintain, document, develop and support the firm's adoption of, and increase the value from, the Microsoft Office 365 technology stack;
- Assisting internal team and managed service providers with Microsoft Infrastructure technologies; Group Policies, Active Directory, DHCP, DNS, etc;
- Be a technical resource for other business critical technologies; Document Management System (iManage), Dictation (BigHand), Print/Scanning solution (Uniflow/Flowmatrix), and Practise Management System (Partner for Windows);
- Assisting in reviews of third party applications and reviewing their integration possibilities;
- Third line user support and work with IT Trainer to develop/deliver O365 general staff training;
- Liaising with our managed service providers and other third party suppliers on projects, training and support when required.

### Person Specification

#### Essential Skills

- High attention to detail, able to produce work/documentation of a consistently high standard;
- Experience and skills in project management, training/coaching, stakeholder management, influencing, negotiating, presentation and demonstrations;
- Must be able to work as part of a team and possess excellent communication skills both written and verbal;
- Proven experience of being able to work under pressure and meet tight deadlines - Good time management skills, ability to prioritise workload and have a flexible approach;
- MCSE or equivalent knowledge/experience;
- Significant, proven experience of implementing solutions based on Office 365;
- Excellent knowledge of all O365 apps.

#### Desirable Skills

- Qualifications in MS Office 365 administration: Exchange online, Azure AD, Teams, SharePoint, Intune, Power Automate, etc. (e.g. Deploying Microsoft 365 Teamwork (MS300) and Managing Microsoft Teams (MS700));
- Experience in legal environment and with legal software including Partner for Windows, iManage, Uniflow, Flowmatrix, BigHand, PDF Docs, ContentCrawler, etc.

If you would like further details or wish to apply for this position please email your CV and covering letter direct to [support.recruit@devonshires.co.uk](mailto:support.recruit@devonshires.co.uk) and also complete the diversity monitoring questionnaire which can be accessed by [clicking here](#).

*Devonshires Solicitors is committed to providing equal opportunities in employment and to providing a workplace free from discrimination and harassment. As such all job applicants, employees, partners and third parties who come into contact with us, will receive equal treatment, regardless of age, disability, gender identity, marriage and civil partnership, trade union activities, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We welcome applications from groups where we are currently under-represented. For this reason we ask that all candidates complete the [recruitment monitoring survey](#) in complete confidence for statistical purposes in order that we can effectively monitor how well our Diversity procedures are working. To review our policies on Diversity & Inclusion and Dignity at Work please visit our recruitment pages at [www.devonshires.com](http://www.devonshires.com).*