**Senior Microsoft Solutions Engineer**

**Job Specification**

**Hemel Hempstead**

**About the role:**

We are currently seeking to recruit a Senior Microsoft Solutions Engineer to strengthen the Microsoft Services team. As a member of the team, the emphasis will be on providing high quality Microsoft solutions, technical services, and support to a diverse range of customers.

The Senior Microsoft Solutions Engineer will also take responsibility for third line ticket support, process documentation and project handover into support. This role has been created to support the expansion of the Microsoft Projects team and would suit a highly competent individual with strong communication & technical skills.

*\*NOTE: The successful candidate will be required to complete a satisfactory DBS check.*

**You will be responsible for:**

* Microsoft solutions architecture, design, implementation, documentation, and training
* Providing Tier 3 server support for Windows Server 2016 and higher (Active Directory, Group Policy, File and Print Sharing, DNS, RDS, High Availability options)
* Microsoft 365 Support (Exchange Online, SharePoint, OneDrive for Business, PowerShell Online, Directory Sync and Identity Management)
* Device management with Intune, including Windows, macOS, Android, iOS, and iPadOS MDM
* Software packaging for a range of applications from basic to complex
* Supporting the rollout of the latest Microsoft features
* Management of Endpoint protection across a variety of vendors
* Management of Windows OS updates across various tenants
* Assist Tier 1/2 Engineers in training and knowledge transfer and being an escalation point for the Service Desk team
* Provide Tier 3 escalation support for Windows 10/11 (Endpoint support in a managed environment, OS troubleshooting, client software support etc.)
* Network troubleshooting and diagnostics (TCP/IPv4, DHCP, DNS)
* VMWare vSphere (v7+) Administration
* Reactive work relating to Infrastructure Alerts and Events impacting BAU
* Practising and implementation of security best practices across all environments
* Documentation of processes and projects to a range of audiences of differing technical abilities

**Key Skills:**

* Attention to fine detail in all aspects of work including documentation of work undertaken
* Ability to work effectively under pressure in a fast-paced, dynamic working environment and manage conflicting priorities to achieve deadlines
* Excellent communication skills
* Establish and maintain constructive working relationships
* Excellent time management skills
* Ability to drive continual improvements (both internally and to our clients) using technology and process implementation and refinement
* To be able to travel to various customer sites as and when required
* Prior experience designing and implementing Microsoft solutions
* Ability to demonstrate solutions to customers when necessary

The ideal candidate will have experience and/or certification in the following areas;

* Microsoft Certified: Azure Administrator Associate (or higher)
* Microsoft Certified: Modern Desktop Administrator Associate (or higher)
* MCSA / MCSE (or equivalent)
* VMware VCP
* Other Operating System Experience (iOS, Android, Linux)

 **Why Academia?**

Academia is an innovative and rapidly expanding technology company on a mission to transform IT services for large public and private sector customers. We are not just a supplier; we are a trusted partner for thousands of clients.

Our ethos is simple, if we can provide great technology and make it work, we will empower our customers to optimise their investment in technology. Your IT success is our business.

Building a strong reputation over 20 years as a top-tier provider of IT solutions and services, the company has sustained double-digit growth, with revenues exceeding £150 million in FY24. We have picked up prestigious industry awards along the way, including the highly prized CRN reseller of the year award.

Backed by Strive Capital, which has provided strong financial and strategic support since 2020, Academia is well-equipped to continue expanding into new areas. Our dedicated lifecycle division, launched to meet the growing demand for sustainable IT solutions, reinforces our commitment to reducing environmental impact while supporting the full lifecycle of our technology.

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For more information on opportunities with Academia, visit our website: [Academia the Technology Group](https://academia.co.uk/)

**Benefits**

* Gym membership contribution
* Health Cash Plan
* Increased annual leave with length of service
* Free annual leave on your birthday
* Length of service bonus
* Flexible working hours
* Hybrid working
* Free Will Writing service
* Borrow my doggie membership
* Life Insurance
* Wellbeing Days

… And much more!