Modern Workplace Technical Architect - M365

About you

As a part of this M365 Modern Workplace role, you will be involved in designing and delivering solutions for enterprise clients and forming strong relationships with clients and third parties. Given the nature of our Managed Service clients and sectors you will ideally be SC cleared; or with potential to be SC cleared (dependent upon client assignment).

Furthermore, you will:

* Work with the Solution Lead supporting M365 services and delivery
* Work with the wider team, to ensure platform integration is properly conducted and maintained to expectations and needs
* Take part in pre-issue/post-issue peer reviews, utilising your expertise and up-to-date knowledge to advise on viability of proposed solution or advise alternatives
* Utilise your excellent communication skills and history of client-communication to ensure customers and internal stakeholders are aware of progress and future plans
* Drive enhanced user experiences and digital Workplace transformation
* Aid in go to market message, driving and evangelising our opinion, breadth of capability and experiences to internal teams, customers, and partners
* Provide architectural guidance within the Workplace team
* Work with customers, presales and Client Partners to qualify opportunities, understand business and technical requirements and design appropriate solutions using a breadth of Workplace and adjacent technologies
* Produce high quality documentation for solution designs, contribute to PQQ, RFI and RFP responses, HLDs and SoWs
* Explain and evangelise the features, benefits and technical specifications of M365 and adjacent technologies, solutions and services to internal and external audiences
* Ensure you develop yourself through offered training and collaborative forums to stay up to date with emerging Microsoft capabilities to ensure you're offering nothing short of excellence
* Support the smooth handover of projects into the delivery teams and acting as an escalation point during their life and transition into service
* Mentor and support junior team members, fostering capability and professional growth
* Travel to client sites and NTT DATA offices as required.

What to expect

As a M365 Modern Workplace Technical Architect you will be responsible for consulting, designing and implementation of M365 cloud technologies. You will also have in-depth experience with Entra ID, Exchange Online, Teams & SharePoint Online as well as associated security aspects of those services.

You will be aligned to our Global Digital Workplace practice, working within the UK&I Modern Workplace Shared Services team and will report to an assigned Solutions Lead. From technical specialists to strategic thinking solution leads, our Modern Workplace team works with customers to support them in achieving their Modern Workplace and digital transformation goals.

This will be a hybrid role with expected attendance on-site at the office located in Birmingham once a week and frequent travel to local client sites.

Your skills

* Minimum of 10 years of experience working with Microsoft technologies that support workplace services and M365 in particular. To include, but not limited to:
	+ SharePoint, Teams and OneDrive
	+ Active Directory
	+ Entra ID
	+ Exchange Online
	+ Deployment of Enterprise Applications
	+ Security & Compliance
* Ability to script solutions to automate or ensure consistent standards are applied
* Experience producing detailed specifications in regard to expectations and needs
* Experienced in handling RFC (Request for Change)
* Must be an excellent team player and able to adapt quickly to changing workloads and priorities
* Excellent documentation and presentation abilities are mandatory
* Ability to work with a diverse group of technically experienced resources
* Familiarity with AI based systems and their use to support your daily workload
* Ability to demonstrate tangible continuous improvement that has been implemented
* Willingness to travel throughout the UK as required
* Highly committed, motivated self-starter – must be able to give himself/herself directions rather than waiting for a steer from above
* Experience dealing with difficult conversations and owning problems through to resolution
* Able to provide a highly visible interface with clients in a professional manner
* Must hold or be able to successfully achieve and maintain SC

*Desirable:*

* Prior experience of working in a multi-vendor environment is extremely desirable
* Experience working in an onshore-offshore model is desirable
* Degree educated or equivalent
* Relevant Microsoft or industry training / certifications
* Experience with Power Platform and Power Automate
* An appreciation of how AI systems can be used to enhance the EUC environment
* Copilot virtual agent knowledge.