Modern Workplace Solution Lead

About you

As a Modern Workplace Solution Lead, you will report to the Head of Modern Workplace and End User Computing and play a key role in delivering a variety of management and technical activities that support departmental priorities and business needs. These will potentially be across several different clients with focus on specific accounts when and where necessary. You will also play a key role in the continued development of the Global Workplace Practice.

Furthermore, you will:

* Define and deliver modern workplace strategies and solution architectures aligned to enterprise client needs
* Be the lead or key representative on customer accounts, ensuring strong stakeholder engagement and trusted advisory
* Lead the design and implementation of end user computing, collaboration, and productivity platforms
* Advise client stakeholders on the strategic application of Microsoft technologies, ensuring solutions align with best practice
* Aid in go to market message, driving and evangelising our opinion, breadth of capability and experiences to internal teams, customers, and partners
* Establish governance frameworks, standards, and best practices
* 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, business cases, HLDs and SoWs
* Explain and evangelise the features, benefits and technical specifications of Workplace and adjacent technologies, solutions and services to internal and external audiences
* Utilise your excellent communication skills and history of client-communication to ensure customers and internal stakeholders are aware of progress and future plans
* Mentor, manage and support team members, fostering capability and professional growth
* Travel to client sites and NTT DATA offices as required.

Given the nature of our Managed Service clients and sectors, a history of working in a Managed Services environment is advantageous.

What to expect

The Modern Workplace Solution Lead will be aligned to our Global Digital Workplace practice, working within the UK&I Modern Workplace Shared Services team. 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.

The Modern Workplace Solution Lead works with large and enterprise managed service clients across the UK to lead the full range of activities required to deliver and evolve workplace environments. This includes proposing, designing, and implementing solutions, as well as overseeing ongoing management. The role also encompasses optimising existing operations, defining new procedures, and embedding automation as a core principle throughout.

The mentoring of team members within the practice is a key element of the role and experience of this is essential.

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 15 years’ experience working with End User Computing environments
* Demonstrable technical understanding of multiple aspects of M365, examples include SharePoint, Teams, Intune, Exchange, Conditional Access, Licencing
* Experience in configuring Windows-based End User Computing environments, including OS deployment options, policies, hardware specifications, licensing, application delivery
* A conceptual understanding of wider IT infrastructure principles, including Active Directory / Entra ID, cloud and virtual hosting, networking / firewalls, load balancing, SQL
* Ability to script solutions to automate, using advanced PowerShell skills
* Familiarity with AI based systems and their use to support your daily workload
* Experience producing detailed specifications in regard to expectations and needs
* Experience in estimation of additional work and contributing to commercial documentation
* Technical project management
* Excellent documentation skills and developing and delivering compelling client presentations
* Experience contributing to designs and managing change
* Highly committed, motivated self-starter
* Ability to work with a diverse group of technically experienced resources
* Must be an excellent team player and able to adapt quickly to changing workloads and priorities
* Excellent organisational and strong leadership skills
* Comfortable with demanding client interaction and leading business and technical discussions with internal and external stakeholders
* Experience dealing with difficult conversations and owning problems through to resolution
* Able to provide a highly visible interface with clients in a professional manner
* Educated to degree level or equivalent
* Willingness to travel throughout the UK as required
* Must hold or be able to successfully achieve and maintain SC

*Desirable:*

* Experience working in an onshore-offshore model
* Experience in Managed Service environments
* Having being management lead for an End User Computing environment
* An appreciation of how AI systems can be used to enhance the EUC environment
* Experience of working in a multi-vendor environment
* Experience in virtual desktop solutions, such as Citrix
* Experience in thin client deployment and management
* Experience in application packaging and delivery
* Conceptual knowledge of Mac and Mobile Device Management
* Experience in PQQ, RFI and RFC submission