# Job Description - Modern Workplace Engineer - ITIQ

Formal Job Description

## Role Purpose

The Modern Workplace Engineer role exists to support ITIQ's delivery of secure, well-governed Microsoft 365 environments, combining embedded client-facing work with broader internal MSP delivery.

The role is split between:

- Embedded client work (approx. 40%) - acting as an on-site technical and engagement resource for two established clients in the South of England
- ITIQ internal delivery (approx. 60%) - supporting projects, platform improvement, tenant management, and operational support across ITIQ's client base

The role requires a technically capable, adaptable engineer who is comfortable working across varied activities, engaging with stakeholders at all levels, and operating calmly within a quality- and security-focused MSP.

The role reports directly to the Founder / Director (Ben).

## Key Responsibilities - Embedded Client (Innovation as a Service)

### Stakeholder Engagement & Discovery

- Engage with stakeholders across all departments to understand working practices, daily challenges, and operational pain points
- Build trusted relationships with administrative staff, managers, and senior leaders
- Attend leadership or management meetings where appropriate to provide technical input, feedback, and operational insight

### Process Improvement & Adoption

- Facilitate workshops with key stakeholders to map existing processes, identify inefficiencies, and explore automation opportunities using Microsoft 365 and Power Platform tools
- Work alongside the Data Protection Officer to review data handling practices, identify efficiencies, and improve governance and compliance-aligned workflows

### Microsoft 365 Optimisation

- Review and improve existing Microsoft 365 configuration and usage, including SharePoint information architecture and site structure; Microsoft Teams usage, collaboration, and sharing practices; and Microsoft 365 Groups and Teams lifecycle management

- Design and help implement sustainable processes for group and team creation, housekeeping and lifecycle management, and long-term governance

## Adoption & Enablement

- Increase effective use of Microsoft 365 Business Premium features, including Teams, OneDrive, SharePoint, Bookings, Viva, Insights, and AI tools including Copilot (where licensed)
- Support improved use of SharePoint workflows and e-signature solutions integrated with Microsoft platforms
- Understand and support adoption of existing Power Platform solutions and assist with further development where required

## Key Responsibilities - ITIQ Internal Delivery

## Technical Delivery & Operations

- Deliver project work across ITIQ's client base, particularly in Entra ID/identity, Intune/endpoint management, and cybersecurity and compliance improvements
- Assist with tenant assessments, design, and remediation work
- Support tickets where required

## Tooling & Platforms

- Work effectively with ITIQ's standard toolsets, including (but not limited to): Microsoft 365 platform (Entra, Intune, Defender); Halo PSA; Hudu; NinjaOne RMM; Addigy (macOS management); SentinelOne; Huntress

## Infrastructure & Services (Supporting Role)

- Provide support and administration for LAN and Wi-Fi environments (primarily HPE/Aruba/Aruba Instant On), firewalls and connectivity (leased lines, basic firewall administration), and mobile device services
- Assist with AV and collaboration technologies including Microsoft Teams Rooms, Logitech meeting room equipment, and (desirable) Microsoft Teams Phone system

## Governance & Standards

- Work in accordance with ITIQ's ISO 27001 policies and procedures
- Maintain documentation and follow defined operational processes
- Contribute to continual improvement of standards and delivery quality

## Working Pattern & Location

- Full-time, permanent role employed by ITIQ – 9.00am – 17.00

- Approximate time split: 2 days per week embedded on-site with assigned clients (1 day per week in Guildford and one in Winchester); remaining time remote or ITIQ-based work either at ITIQ's offices or on-site with clients.
- Location patterns may evolve over time and will be agreed collaboratively
- Occasional travel to client or supplier sites may be required

## Skills & Experience - Required

- Strong hands-on experience administering and supporting Microsoft 365 environments
- Practical working knowledge of Entra ID/Azure AD; Intune (device enrolment, compliance, configuration, application deployment); Conditional Access; and Microsoft Defender (endpoint and identity basics)
- Experience supporting Windows endpoints
- Understanding of basic networking concepts (LAN, Wi-Fi, VLANs)
- Ability to work independently and manage priorities across varied tasks
- Strong communication skills and the ability to work with non-technical stakeholders
- Calm, professional approach under pressure

## Skills & Experience - Desirable

- Microsoft certifications, particularly: MD-102, MS-102, SC-300, SC-200 or other Microsoft Security track certifications
- Experience supporting ISO 27001 or Cyber Essentials environments
- Familiarity with Power Platform and automation concepts
- Experience with AV, Teams Rooms, and Teams Phone
- Previous MSP or consulting experience

Certifications are desirable, but practical, hands-on capability and sound judgement are essential.

## Behavioural Expectations

- Flexible and adaptable approach to work
- Willingness to support a wide range of activities as business needs evolve
- Professional, courteous, and respectful in all interactions
- Strong sense of ownership and accountability

## Compensation

- Salary band: £40,000-£45,000, dependent on experience and capability
- Exceptional candidates may be considered above this range
- Laptop and mobile phone provided
- Business mileage reimbursed

## Review & Progression

This role is expected to evolve as ITIQ grows. Responsibilities, scope, and progression opportunities will be reviewed regularly based on business needs and individual performance, with a formal salary review after approximately 6 months as the role and contribution expand.