

M365 Support Engineer

40 hours per week. Permanent contract



Department:	Cadet Digital Services	Level:	T1
Reporting to:	M365 Engineering Lead	Location:	Home Based

Job Description

Purpose of the Post

The Microsoft 365 (M365) Support Engineer provides third-line technical support across the organisation's core M365 services, acting as the escalation point for complex issues that cannot be resolved at first or second line.

Working under the direction of the M365 Engineering Lead, the post holder implements and supports the platform configuration set by the Lead, carries out root-cause analysis, and helps maintain the ongoing health of the services that underpin CadetNET.

Policy, architecture and configuration standards are set by the M365 Engineering Lead; this role is responsible for applying them correctly, resolving issues within them, and feeding back recommendations rather than defining them.

Principal Responsibilities

Third-line support and incident resolution

- Act as the escalation point for complex M365 incidents and service requests passed up from first and second line, taking ownership through to resolution.
- Investigate and resolve root causes rather than symptoms, and feed findings back into knowledge articles and preventative fixes.
- Escalate issues that require policy, architecture or configuration-standard decisions to the M365 Engineering Lead, with clear analysis and recommended options.
- Raise and manage support cases with Microsoft and other third-party suppliers as directed.

SharePoint Online

- Administer site collections, permissions, document libraries and content in line with agreed standards.
- Diagnose and resolve sharing, access and content issues.

Microsoft Teams

- Support Teams configuration, meetings, channels and collaboration features within existing policy.
- Troubleshoot audio, video, membership and guest-access issues.

Exchange Online

- Manage mailboxes, distribution and shared mailboxes, mail flow and quarantine.
- Investigate mail delivery and routing issues, applying transport and protection rules as configured.

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OneDrive for Business

- Support OneDrive provisioning, sync, sharing and storage/retention within agreed settings.
- Assist with data recovery and account lifecycle handovers where appropriate.

Office 365 platform and licensing

- Carry out day-to-day tenant administration and application configuration.
- Support automated (group-based) licence assignment, investigating and resolving any allocation or entitlement issues rather than assigning licences manually.
- Monitor service health and advisories, and flag upcoming changes or deprecations to the M365 Engineering Lead.

Identity, MFA and sign-in (Microsoft Entra ID)

- Support MFA (multi-factor authentication) enrolment, resets and troubleshooting.
- Investigate sign-in and Conditional Access issues using sign-in logs and diagnostics, working within the Conditional Access policies defined by the Lead.
- Support user lifecycle events (joiners, movers, leavers).
- Apply least-privilege access as configured, and escalate any anomalies to the M365 Engineering Lead.

Data protection and information handling

- Follow organisational information-security procedures and Secure by Design practice, and comply with relevant Defence and GOV.UK standards.

Key Competencies

Criteria	Essential	Desirable	Methods of assessment
Qualifications and Training		▪ Relevant Microsoft certifications (e.g. MS-102, SC-300, MS-700).	Covering letter, interview, references, certificates
Experience and knowledge	▪ Demonstrable third-line experience administering and supporting M365 (SharePoint, Teams, Exchange, OneDrive) in a production environment. ▪ Working knowledge of Microsoft Entra ID, MFA and Conditional Access, and the ability to diagnose sign-in issues. ▪ Hands-on experience of Mobile Device Management (MDM): device enrolment, compliance and configuration (e.g. Intune). ▪ Hands-on experience of PowerShell scripting and automation for M365 and Entra administration. ▪ Experience of Microsoft Azure core services and	▪ Experience with Microsoft Defender / M365 E5/A5 security tooling. ▪ Familiarity with Multi-Tenant Organisation (MTO) or hybrid identity scenarios.	Covering letter, interview, references

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	administration relevant to identity and M365. ▪ Experience configuring and troubleshooting Single Sign-On (SSO) for federated and app-based sign-in. ▪ Experience of Multi-Factor Authentication (MFA) enrolment, resets and troubleshooting. ▪ Experience of M365 telephony: Teams Phone / calling configuration and support. ▪ Experience supporting access reviews and Role-Based Access Control (RBAC) reviews.		
Skills and ability	▪ Strong troubleshooting and root-cause analysis skills across identity, collaboration and messaging services. ▪ Ability to work within established policy and configuration standards, escalating appropriately rather than making unilateral changes. ▪ Clear written and verbal communication for both technical and non-technical audiences.		Covering letter, interview, references

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