



MICROSOFT 365
ENGINEER

THE
NATIONAL
GALLERY

THE ROLE PROFILE

Job context

The National Gallery is utilising the Microsoft 365 platform to improve collaboration and information access for its staff and partners. The post holder is responsible for the support, secure configuration, administration and development of this platform, including those areas relating to SharePoint, OneDrive, Teams and any integrated systems.

Job purpose

To ensure that the Microsoft 365 environment including applications such as email, SharePoint, Teams and OneDrive are maintained securely and delivered effectively to support Gallery business. This includes the promotion of collaborative working on this platform to all Gallery staff and ensuring that changes and improvements to the environment are evaluated, planned, communicated and implemented.

Scope of job

Technical:

- The lead for the Gallery on all M365 technologies.
- Troubleshooting and resolving M365 application and user issues.
- Assistance with associated technologies such as Intune, Teams Telephony and Power BI.
- Technical support to the IS Support Manager, IS Infrastructure Manager and Cyber Security Analyst.

Business:

- Advocate and champion for improvements in the M365 environment.
- Communication and evaluation of new enhancements. Managing the M365 road map of upcoming developments.

Support:

- Assist the first-line support team by handling the more technically demanding calls.

- Provide advice to the IS support team and Gallery users relating to the use of Microsoft 365 and resolve technical issues.
- Assist with the triage and allocation of incoming support calls.
- Undertake projects relating to client desktop management and configuration, including device builds, patching and service support.

Key deliverables

- Impact analysis of changes to the Microsoft 365 platform on the organisation, including deprecated features, changes to configuration and security risk and new options for deployment.
- Liaison with CSP and Microsoft for the resolution of faults and SaaS delivery issues.
- Maintaining, triaging, and troubleshooting Mobile Device Management in Intune, including patching, compliance checks and configuration policies.
- Technical support for reconfiguration and deployment of the Microsoft 365 platform or tools to facilitate process change across the Gallery.
- Management and completion of technical IT projects associated with M365 environment, including enhancements, laptop builds, advice on compatibility.
- M365 platform administration including processes such as information extraction and provision of statistics.
- Creation and delivery of training materials (for example written materials, videos) to enable existing and future staff members to be competent in the use of the Microsoft 365 tools
- Admin for the Power Platform environment.
- Successful conclusion of the more technically demanding support calls.
- Configuration of Azure security controls such as Privileged Identity Management, Conditional Access.
- Technical support for the M365 Security and Compliance centre.

Key relationships

- Liaising with the archives team and all Gallery users to promote and provide technical support for the SharePoint and associated environments.
- Liaising with third party suppliers such as the external Cloud Service Provider and Microsoft.

- Liaison with support team users, including Gallery staff and relevant third-party backhaul supplier.

Key required skills

- Demonstrable technical understanding of Microsoft Technologies including Active Directory and M365 administration.
- Structured and methodical approach to solving technical problems.
- Capable of extending own knowledge of the progression of Microsoft-related systems and services using self-guided research.
- Proven ability to communicate technical information and solutions to Gallery business users.

Key required attributes

- Proven experience of working with cross functional project teams and working as part of a wider technology team.
- Self-motivated to deliver approved projects and activities to successful conclusion without supervision.
- Approachable.
- Ability to remain calm and professional in challenging situations.
- Keen interest in new technologies capable of supporting improved Gallery performance or productivity.

Supervisory/Managerial responsibility

Deputising for the IS Support Manager and the Service Desk lead for Microsoft Office 365.

Essential minimum qualification on entry

Relevant certification(s) or experience in administering Microsoft 365.

Additional essential criteria or considerations

Occasional requirement for planned outside of usual working hours.

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Microsoft 365 Engineer

Contract

Permanent, working full time hours of 35 per week.
This post is on the Gallery's Band D. The salary is £36,843 per annum.

Pay review

Pay increases are dependent upon government public sector pay policy and affordability, and the Gallery's pay settlement arrangements. The following are for employee status:

- Occupational defined benefit scheme (Civil Service Alpha, details available through the Civil Service website); transfer from another Civil Service employer with an existing scheme (e.g. Classic) will be recognised.
- Annual leave entitlement begins at 248.5 hours pro rata (inc. Public and privilege holidays), rising to 283.5 hours (inclusive) at five year's service.
- Flexible benefits from one month's service, including discounts, holiday trading, cycle to work and other benefits which vary from time to time according to availability via the Gallery's palette scheme.
- Flexible working arrangements to suit.
- Participation in the reciprocal arrangement between cultural institutions for free entry.
- Employee discount in the Gallery's retail and catering outlets, as well as several outlets in the vicinity of Trafalgar Square.
- Free tickets to Gallery exhibitions, up to four to share with friends and family.
- Employee Assistance Programme and Occupational Health, including annual flu vaccination, subject to availability.



Happy To Talk
Flexible Working

HOW TO APPLY

It is important to complete all sections of our application form in order to ensure that we have all the information necessary to consider you for the job you are applying for. There are a number of sections to complete before submitting your application. However, you can save your application form at any stage and return at any time prior to the closing date to complete.

If you have any questions on the information you should provide, or have any difficulties completing the form, please contact the Human Resources Department at recruitment@nationalgallery.org.uk or on 020 7747 5909.

Employment & Academic History

Due to the value of our collection the Gallery undertakes extensive pre-employment screening, including a criminal record check. As part of our security screening process we need to account for all of your time over the past 3/5* years and will verify the information provided. However we are interested in all of your relevant work experience so please provide us with your career history.

Supporting Information

In this section you should provide any information that supports your application. The essential role criterion shows you the criteria which are necessary to carry out the responsibilities of the job and will be used to shortlist candidates for interview. By using the role profile, you should outline how your skills, knowledge and experience match the requirements of the post.

Shortlisting

The National Gallery operates name free recruitment, which means an applicant's name and personal details are not visible to recruiting managers in the shortlisting process. By removing the applicant's name and other personal information, such as their ethnicity or the university they attended, we aim to ensure that people will be judged on merit and not on their background, race or gender

* Dependant on role

Selection

For some roles at the Gallery we will ask you to complete a variety of selection activities to allow you to demonstrate your abilities and suitability for the post. These may include ability tests, personality questionnaires, work simulation exercises, interviews, etc. Details of the specific activities will be advised to you as part of the process.

Equal Opportunities Monitoring

The Gallery is committed to equal opportunities for all job applicants and employees. Our policy is that no job applicant or employee should receive less favourable treatment than another on grounds of gender (including gender reassignment), sexual orientation, marital or family status, civil partnership status, race, colour, nationality, ethnic or national origins, religion or similar belief, disability, age or trade union membership or any other condition or requirement which cannot be shown to be justifiable.

Information you provide such as ethnic origin, gender and disability will be used solely for monitoring purposes and identifiable information will not be disclosed.