Job Framework:

Technical Solutions Support Engineer

MSI REPRODUCTIVE CHOICES

General role information

Job Title:	Technical Solutions Support Engineer
Reporting to:	Technical Solutions Lead Engineer
Salary Band:	
Notice period:	1 Month
Career Band:	
Budget Responsibility?	None
Direct Reports?	None
Client-facing role?	None

Introduction:

MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.

Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high-quality, client-centred care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.

We know that access to reproductive choice is life-changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.

The Team

The Global Information Services (GIS) team's vision is to support the MSI mission with effective value for money digital technology. We partner with the 37 MSI countries to deliver a portfolio of high quality digital and technology products and services, which compliment local technologies.

Our products include applications for front line clinical service delivery, contact centres and digital client engagement, group finance and business intelligence, websites, collaboration tools (M365 suite), cyber security and networking, amongst others. Our services range from helping to specify and select new technology, through to delivery, embedding and ongoing support.

Our global team is based in the UK, Ethiopia, Ghana, Kenya, Malawi, Uganda, Nigeria, Senegal and South Africa with major hubs in London, Bristol and Nairobi.

The role

We are looking for a Technical Solutions Support Engineer with experience of Microsoft 365 technologies to join our GIS team.   Reporting to the Technical Solutions Lead Engineer, you will be a motivated technology professional with a strong passion for Microsoft 365.

This is an exciting time to join the team, as we a re rapidly expanding our use of Microsoft 365 to support critical areas of MSI and help our teams to deliver our mission.   Working as part of our Technical Solutions team, you will provide day-to-day specialist Microsoft 365 (and supporting product s) support to the MSI business globally.

You will be supporting all elements of the core MSI deployment of Office 365 comprising SharePoint, Exchange, OneDrive and Teams . You will be trained in order to support other Microsoft 365 technologies including Entra ID, Intune device management and application control, which are currently being introduced in MSI. You will be supporting all business u nits with Microsoft 365 queries and day-to-day support. You must be a team player with a positive attitude and strong focus on customer service. You will have strong troubleshooting skills and a patient, calm approach to supporting customers.

Whilst we are looking for someone with the technical skills to be effective straight away, you will have a keen desire to learn and develop. You will be given the opportunity to work alongside and learn from our wonderful in-house Microsoft 365 specialists , who will help support you with more complex tasks and provide fantastic cross-training opportunities . You will be able to get hands-on with exciting project work alongside the support activities and gain new experiences, and be sponsored to undertake training courses/certifications. You will have our full backing to research and learn about new M365 products and services which can help MSI.

The role can be based in the UK or any MSI African country programme. We offer a hybrid office/remote working model.

Key Responsibilities

- You will have a good working knowledge of the Microsoft 365 platform and supporting technologies, Office 365 and associated Microsoft tools, including MS Teams, OneDrive and SharePoint Online, Windows 10/11, MS Office suite and the business context in which the tools are used.

- You will proactively support the global MSI user community in their use and adoption of Microsoft 365.

- You will work to meet agreed customer support service level agreements (SLAs) .

- You will continually update and maintain knowledge of the Microsoft 365 platform and emerging Microsoft products and solutions.

- You will s trive for and explore efficiency gains and ways to continuously improve Microsoft 365 support processes.

- You may be required to undertake work package or project work as required.

- You may be required to deputise for a Technical Solutions Engineer as required.

- You will be prepared to travel and visit MSI countries to understand context and ensure effective

technology deployment when and if necessary.

Key Skills

To perform this role, it is <u>essential</u> that you have the following skills:

- Microsoft AD and Hybrid identity management and administration
  - Cloud only, hybrid and un-synced objects
  - Entra Connect
- Microsoft Intune
  - Configuration and troubleshooting
  - Policing, app packaging and update rings
- Microsoft Exchange Online administration
  - Mail flow, rules and connectors
  - External DNS management, SPF, DMARC and DKIM.
- Microsoft SharePoint Online administration
  - Permissions
  - Workflow management via Power Automate
  - Sites collections, sites and pages management
  - Concepts of different SharePoint functions (lists, libraries and web parts)

To perform this role, it is <u>desirable</u> that you have the following skills:

- Power Automate exposure
- PowerShell / scripting exposure
- Azure administration

Key Experience

To perform this role, it is <u>essential</u> that you have the following experience at the escalation point level:

- You have a minimum of 2 years of technical experience in Microsoft 365 support and administration, including:
  - Microsoft Exchange Online administration/support
  - Microsoft SharePoint Online administration/support
  - Microsoft Entra ID, AD connect administration/support
  - Microsoft Intune administration/support
  - Microsoft Windows 10/11 device management/support
- You will have experience of operating in a support role within a fast paced technical team.
- You will have experience in working with both technical and business colleagues .

- You have customer service experience supporting end users with technical queries and issues .
- You have strong analytical and problem-solving experience.
- You are highly motivated, passionate about innovation and technology, and enthusiastic to work as part of a small, agile, ambitious team.
- You are an open and clear communicator, with experience of working effectively with people from a variety of backgrounds and cultures.

Formal Education/qualification

- No formal educational requirement, qualification through experience is sufficient for the role.

Optional qualifications:

- Microsoft 365 Fundamentals and Associate
- Office 365 Fundamentals and Associate
- Azure identity or Infrastructure focus qualifications

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:
- Able to empathise with and build customer relationships
- Innovative, with the ability to show initiative
- A quick learner who can pick up new skills quickly and easily
- Positive with a can-do attitude
- Dependable and can self-manage
- Able to keep calm and work effectively under pressure

Our Values

Mission Driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client Centred: We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

Courageous: We recruit and nurture talented, passionate, and brave people who have the courage to

push boundaries, make tough decisions and challenge others in line with our mission.

Resilient: In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

Inclusive: We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

Full Name:	
Signature:	
Date:	

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to
recruitmentinbox@msichoices.org