

Vacancy:

Microsoft 365 Support Analyst



General role information	
Job Title:	Microsoft 365 Support Engineer
Reporting to:	Senior 365 Engineer
Salary Band:	14
Notice period:	1 Month
Career Band:	7
Introduction:	
<p>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.</p> <p>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.</p> <p>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.</p>	
The Team	
<p>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 country programmes to deliver a portfolio of high quality digital and technology products and services, which compliment local technologies.</p> <p>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.</p> <p>Our team is based in the UK, Ethiopia, Kenya, Malawi, Uganda, Nigeria and South Africa with major hubs in London, Bristol and Nairobi.</p>	
The role	

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@msichoice.org

Vacancy:

Microsoft 365 Support Analyst



This is an exciting time to join the team, as we are 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 products) support to the MSI business globally.

The use of Microsoft 365 technologies vary's within the 37 MSI country programmes. The core deployment of Office 365 (SharePoint, Exchange, OneDrive and Teams) is common in all countries. However, other Microsoft 365 technologies (AAD, Intune, device management, application control) are being transitioned to this common global approach, within the Modern Workplace project.

The Modern Workplace project is rapidly expanding the scope of Microsoft 365 technologies throughout the business. This role will be supporting all business units with Microsoft 365 queries.

We are looking for someone with the technical skills to be effective straight away but with a keen desire to continue to learn and develop, who is a team player and has a positive attitude.

The role will be given the opportunity to work alongside the Microsoft 365 project engineers, who will help support more complex tasks and provide cross-training to this individual.

The ability to get hands-on within the Microsoft 365 project will be provided alongside the support activities.

Opportunities for Development would include:

- There will be lots of opportunities to learn and develop in multiple technologies, including methods such as team cross-training, learning on the job and formal training courses.
- Learning best practice processes and procedures.
- Identify problems and unlock opportunities for MSI team members through technology solutions.
- Shape the future of technology at MSI – you'll have the freedom to help define the future.
- Inspire teams with your ideas, knowledge and self-starter attitude.
- Work closely with the Technical Solution project engineers to support the global onboarding of Microsoft 365.

In summary, the successful candidate will work within the Technical Solutions Team team, providing support to the growing business adoption of Microsoft 365 technologies. Providing a skilled technical mind, acute troubleshooting skills, as well as cross-training others so a patient-cool approach to day-to-day support tasks is required.

Key Responsibilities

- Working knowledge of Microsoft 365 platform and supporting technologies. Office 365 and associated Microsoft tools, including MS Teams, OneDrive and SharePoint Online, Windows 10, MS Office suite and the business context in which the tools are used.
- Proactively support the global user community in their use and adoption of Microsoft 365.
- Continually update and maintain knowledge of the Microsoft 365 platform and emerging Microsoft products and solutions.

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@msichoice.org

- Strive for and explore efficiency gains and maximise return on investment opportunities, that technology can offer.
- Working to and managing customer expectations and SLAs.

Key Skills

To perform this role, it is **essential** that you have the following skills:

- Microsoft AD and Hybrid identity management and administration
 - Cloud only, hybrid and un-synced objects
 - Ad Connect
- Microsoft Endpoint Manager
 - 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
 - Sites collections, sites and pages management
 - Concepts of different SharePoint functions (lists, libraries and web parts)

To perform this role, it is **desirable** that you have the following skills:

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

Key Experience

To perform this role, it is **essential** that you have the following experience at the escalation point level:

Microsoft 365 management and administration

- Microsoft Exchange Online administration/support
- Microsoft SharePoint Online administration/support
- Microsoft AAD, AD connect administration/support
- Microsoft Endpoint Manager administration/support

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@msichoice.org

Vacancy:

Microsoft 365 Support Analyst



- Microsoft Windows 10 device management/support

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.

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@msichoice.org

Vacancy:

Microsoft 365 Support Analyst



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.

How to apply:

Suitable and qualified internal candidates should email one document combining an application letter and CV to pd@mariestopes.or.ke on or before **11th October 2022**. The subject of the email should read **Microsoft 365 Support Engineer**. Do not attach certificates and testimonials.

Marie Stopes Kenya is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Successful candidates must abide by MSI's Antifraud & Bribery Policy and Safeguarding Policy, including protection of children and vulnerable adults.

Only shortlisted candidates will be contacted.