



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: Microsoft 365 Productivity Engineer

Grade: Grade: NNC07 - £42,839 - £46,142 (TBC)

Reports to: Head of Infrastructure

Responsible for:

Directorate and Service area: Chief Executive Office - Technology

### **Purpose of the job**

Practical management and development of the M365 Power Suite including creating/defining solutions, environment security, driving platform adoption and end-user support. Become an organisation subject matter expert on M365 related products (Power Apps, Power Automate and Co-Pilot) and work with other technical colleagues to ensure the service operates smoothly and securely. Work closely with both Microsoft and other 3rd parties, to drive innovation and maximise value from the organisation's investment into the M365 platform.

### **Principal responsibilities**

**(Please make these concise and ideally no more than 8)**

1. Be a hands-on escalation point (3<sup>rd</sup>-line) for any user support incidents which relate to the M365 Power Suite and Co-Pilot.
2. Design and support of Power Suite and Co-pilot solutions, in line with business objectives for Faster Smarter Fairer public services.

3. Work as part of project teams to deliver any required M365 integrations and services required to support the project deliverables.
4. Collaborate with colleagues from infrastructure and service delivery teams to maintain and support the M365 environment in line with Microsoft best practice, and ensure the environment is secure and monitored at all times.
5. Define and implement application, security and monitoring policies in-line with Microsoft best practice.
6. Work closely with solution architects to ensure technical designs encompass best practice with regards to the M365 platform, particularly around authentication and data sharing.
7. Champion the M35 platform and highlight areas where its use could create added value from the existing investment.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Person Specification**

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>• Technology related degree level certification or equivalent experience</li> <li>• Relevant apprenticeship or A-Level qualifications</li> <li>• 5 GCSE's grades A-C including English and Maths or other equivalent qualifications</li> </ul>	Any Microsoft based certifications e.g: <ul style="list-style-type: none"> <li>- Certified Power Platform Solution Architect</li> <li>- M365 Certified Administrator Expert</li> <li>- M365 Certified Endpoint Administrator</li> <li>- M365 Certified Teams Administrator</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>• At least 2 years' experience supporting the Microsoft 365 suite in an enterprise environment</li> <li>• Clearly demonstrable knowledge around the M365 Power Suite</li> <li>• Experience working in both project and user-based support environments</li> <li>• Experience working in a fast-paced service desk environment</li> <li>• Experience of working with low-code/no-code products in an enterprise setting</li> </ul>	<ul style="list-style-type: none"> <li>• Experience operating in a dedicated M365 support team</li> <li>• Demonstrable knowledge around the use of the M365 Power Platform and Co-Pilot Studio</li> <li>• Any experience building and supporting Power Apps and/or Co-Pilot Agents to drive organisational efficiency.</li> <li>• Any working knowledge or experience in local or central government settings</li> </ul>
Ability and Skills	<ul style="list-style-type: none"> <li>• Excellent problem-solving skills and attention to detail</li> <li>• Strong communication and teamwork abilities</li> <li>• Ability to translate business requirements into technical solutions</li> </ul>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Additional Factors		