Role Description

Job Title	Specialist Infrastructure Engineer (M365)
Pay Grade	SEO
Location	London
Hours	37 hours per week (excluding lunch break)
Reports to	Head of Applications Management

The Medicines and Healthcare products Regulatory Agency enhance and improve the health of millions of people every day through the effective regulation of medicines and medical devices, underpinned by science and research.

About the Group and Function

Technology, Digital, Data & Delivery (TD3) lies at the heart of the Agency and is responsible for delivering an optimised IT infrastructure and maximising the secure use of data to enable the rest of the organisation to deliver world class services. Its centre of excellence is also responsible for delivering a broad portfolio of change initiatives, both to transform the Agency's legacy technologies and to deliver innovative new solutions, designed around our customers' needs. TD3 works in a holistic way to combine digital and technology change, project deliver, business process, product management and cultural change to maximise out impact and ensure sustainability.

The Technology & Service Operations function is responsible for managing the existing IT infrastructure including database and other technology platforms including both software and hardware infrastructure, leading the maintenance of applications directly and through management of outsourced service delivery providers, including the Agency IT and helpdesk and for the development and QA of and transition to new software and hardware infrastructure.

Role Purpose

The Specialist Infrastructure Engineer (M365) works closely with all areas of the business to ensure that the M365 suite is being utilised to its full potential to simplify and modernise all aspects of business process.

They liaise with users, architects, project teams and suppliers to ensure that the best solutions are being implemented and that they are maintained in an efficient and secure manner.

Key Responsibilities and Results Areas

- Advise on the products available as part of the M365 suite and advise and implement the use of these at the Agency

- Liaise with users, architects, and business partners on how the M365 suite can help improve efficiency, save costs or negate the needs of other systems.

- Educate users, management, and project teams on the benefits of utilising the functionality available on the M365 platform

- Implement business processes using M365 technologies, train users and respond to any incidents that arise with those processes.

- Produce business cases and supporting papers to gain approval for the use of new products as they become available in the M365 suite.

- Maintain up to date documentation on any processes and functionality that is implemented.

- Work with our Microsoft account managers and internal training team to stay on top of new features and releases ensuring that staff are aware of new functionality before it is rolled out.

The job description is not intended to be exhaustive and it is likely that responsibilities and outcomes may be altered from time to time in the light of changing circumstances and after consultation with the postholder.

Person Specification

Important Candidate information:

The Civil Service use a recruitment framework called *Success Profiles*. Success Profiles are made up of 5 elements: **Ability, Behaviours, Experience, Technical, Strengths** but it is unlikely that you will be assessed against all 5.

Behaviours, **Experience** and **Technical** elements will be assessed through your application form, in the first instance.

Success Profile	Criteria	Method of assessment: A-Application, T-Test, I-Interview, P-Presentation
Behaviour	• You will work with others to identify areas for improvement and simplify processes to use fewer resources. Use technology to increase efficiency. • You can analyse and use a range of relevant, credible information from internal and external sources to support decisions. Invite challenge and where appropriate involve others in decision making. • You communicate in a straightforward, honest and engaging manner, choosing appropriate styles to maximise understanding and impact. • You encourage joined up team work within own team and across other groups. Establish professional relationships with a range of stakeholders. Collaborate with these to share information, resources and support.	I
Experience	You will have thorough understanding of the M365 suite of products including: • 3+ years of experience with a proven advanced skill-set and enterprise experience across various Microsoft and related technologies. • Thorough understanding of M365 Suite and environment including capabilities, plans, service	A, I

	• descriptions and features	
	• Proven knowledge of design, planning and implementation with O365.	
	• Extensive Knowledge of Power Platform products, Power Apps, Power Automate, Power BI	
	• Proven experience of presenting solutions for approval by stakeholders	
Technical	• You will hold a degree or graduate qualification in a computing discipline, or equivalent education and experience	A
	• You will have substantial experience in a technical role with an IT support capacity, much of it will include hands-on involvement in the design, implementation and support of systems and services	
	• Microsoft Certification in M365 is desirable.	
	• A working knowledge of Azure cloud platform is also desirable	
Strengths	**Challenger** - You can bring a fresh perspective whatever the situation or context. You see other people's views and can appreciate there are many different angles to consider.	I
Strengths	**Problem Solver** - You will take a positive approach to tackling problems and find ways to identify suitable solutions	I
Strengths	**Decisive** - You will use your judgement and take a considered approach to situations and tasks when making decisions.	I

The Civil Service Code

These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. You can find out more about our values, standards of behaviour and rights and responsibilities in *The Civil Service Code.*

Agency Values

The code is reflected in the Agency's values, which state that:

• We focus outwards on patients and public

• We work together with respect

• We take responsibility and are accountable

Civil Service Values	
Integrity	• Putting the obligations of public service above your own personal interests
Honesty	• Being truthful and open

Objectivity	• Basing your advice and decisions on rigorous analysis of the evidence
Impartiality	• Acting solely according to the merits of the case and serving equally well governments of different political persuasions