

MICROSOFT ENGINEER

Job Description



DEPARTMENT: Information Technology

REPORTS TO: VP, Chief Information Officer (CIO)

POSITION SUMMARY

The Microsoft Engineer is a key technology support position that is responsible for managing and coordinating the daily operations of Microsoft Server Technologies such as Active Directory, Microsoft 365, Entra AD and Hyper-V. The Microsoft Engineer assists on various implementation and workflow projects. The Microsoft Engineer will work with the CIO and ISO to assist in the design and implementation of security Best Practices as related to MFA, Conditional Access Policies, Azure Risk policies, Defender for Endpoint, Defender for Identity, Defender for Cloud Apps and future Microsoft Security services. The Microsoft Engineer will diagnose and resolve all problems affecting Microsoft related services. The Microsoft Engineer must possess a background in Windows Operation systems and services and is able to work quickly and effectively with little oversight. Provides leadership and direction to others as required.

ESSENTIAL DUTIES & RESPONSIBILITIES

Microsoft 365:

- Assists in delivery of Microsoft solutions to meet business objectives and technical requirements.
- Helps to create effective knowledge sharing, collaboration, and workflow solutions through use of Teams, SharePoint, and other related technologies.

Support Windows servers, Desktop Computers, and M365 Administration:

- Ensure secure and efficient operation of all Microsoft servers and services through the use of security and encryption technologies.
- Serve as lead administrator for all Microsoft 365 e5 services.
- Serve as lead administrator for the Microsoft Hyper-V environment
- Maintenance and administration of the following...
 - MFA
 - Conditional Access Policies
 - Azure User Risk Policies
 - Email Security / Spam Filtering / Attack Simulation Training
 - Microsoft Defender for Endpoints
 - Microsoft Defender for Cloud Apps.
 - Microsoft Defender for Identity
 - Data Loss Prevention policies
 - Microsoft Threat Analytics
 - Microsoft Incident Response
 - Microsoft PowerBI & PowerAutomate

System Maintenance and Development:

- Research, install and test updates and patches related to new and existing Microsoft 365 services.
- Work closely with other IT staff on system maintenance and development.
- Research new Microsoft technologies and present recommendations on purchases to supervisor.

- Document and log all changes to system software and configurations, and help maintain IT Department policies, procedures, and regulatory requirements.
- Provides input and support for operational and strategic IT projects.

End User Support:

- Add, remove, and modify user accounts as necessary.
- Backup the IT Help Desk Specialist.

Network Administration and Data Security:

- Set-up and disengage user/computer accounts for proper enrollment in InTune and Defender.
- Work with the Information Security Officer to ensure Microsoft best practices are utilized.

Business Continuity and Disaster Recovery:

- Assist as needed with BCP and DR Planning, testing, simulations, documentation and related activities.

OTHER FUNCTIONS

- Maintains compliance and required compliance training with all banking laws, acts, regulations and bank policies and procedures.
- Any other duties and/or projects as assigned by management.

REQUIREMENTS & QUALIFICATIONS

- Education/Specialized License(s): Minimum of a Associates degree with a Bachelor’s degree preferred in the Information Technology area.
- Experience: 5-7 years experience with Windows 2019+ servers, Active Directory, Exchange Server, DNS Server, DHCP, Windows PC operating systems, an understanding of basic TCP/IP routing. Actual experience with Microsoft 365 administration and Hyper-V.
- Specific Skills: Excellent communication skills, technical skills, ability to interact professionally with a diverse group of users, ability and motivation to learn new technologies quickly and with minimum oversight. Have the ability to work productively individually as well as in teams and be an effective problem solver.
- Specialized Knowledge, Professional Training, or Certifications: Preferred: Training and certification in Microsoft related areas.
- Supervisory Responsibility: None
- Working Conditions: Monday through Friday. 8:00am to 5:00pm. Additional hours including evenings and weekends may be required as assigned, some travel may be required.

Employee Name (Print):

Employee Signature:

Date: