

SENIOR MANAGER - IT DEVELOPMENT

Date: November, 2021
Job Title: Sr. Manager – IT Development

JOB DESCRIPTION

Role:

Directly manages a team delivering work and assisting other engineers based on architecture or management guidance in the implementation and operations of Microsoft 365 platform. This will include components of scalability, reliability, optimization of operations and user support. Contributes to the determination of technical and operational feasibility of solutions. May be called upon to partner with other engineers on comprehensive solutions to meet the needs of the business including database, operations, technical support, security, and any other IT areas. Serves as a technical resource, providing technical knowledge and capabilities as team member and individual contributor. Will have direct reports and will influence decisions in engineering and/or operations activities.

Job Description:

We are looking for a person to manage an elite team of system engineers focused on making our businesses successful and focused on continuous service improvement. As an Office 365/Exchange/Teams Engineering Manager, you will use your knowledge and expertise to help drive Office 365 product delivery and technology direction for the Application, Technology and Innovation-Shared Services team. You must possess a unique blend of technical, customer service and out-of-the-box problem solver. Be proficient in Agile methodologies, to plan, perform and execute work. Prior experience in deployment and providing specialized technical support for Microsoft Office 365/Exchange/Teams, and other systems that support the management, delivery and security within the enterprise is required. This includes producing technical documentation and knowledge transfer to other team members.

Responsibilities:

Manage a team that assists with the implementation and cloud operation of standards related to the Microsoft Office 365 to meet the needs of the global businesses
Contribute to the definition and standards required to reliably build and operate Microsoft services for Exchange/Teams
Develop and document the build/operations specifications for new or existing services and related core components
Support project teams during the (implementation of new / existing) service design and transition phases
Lead technical cross-training sessions for Microsoft cloud related projects and/or technologies
Partners and mentors' other system engineers to share your knowledge and experience of O365
Collaborate with service and product-line owners to ensure solutions meet all technical and business requirements
Utilize technical knowledge and discretion to rapidly determine an appropriate course of recovery action when an incident and/or problem occurs.

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Strong working knowledge of third-party tools that extend the capabilities of the Microsoft platform. Research diagnostic information and collaborate with other support areas as necessary to develop comprehensive solutions.

This position involves the provision of On-Call support after hours escalations and planned project work after hours, while working with other team members to ensure excellent delivery

Focus on daily support and project work with an emphasis on automation to improve efficiencies, processing time and quality.

Assist team in addressing audit and compliance requirements.

Required Job Skills:

- Bachelor's Degree in IT-related field or equivalent years of experience
- 7+ years of Team Leadership, Supervisory or Management experience in a fast-paced IT environment in a similar role, including direct experience working for a Global Organization and/or providing cross-cultural support.
- 6+ years relevant technology experience; including 3+ years in an operational or support capacity
- 4+ years of extensive experience and technical knowledge of Microsoft cloud technologies
- Broad understanding of core Microsoft cloud technologies and services, including: Azure Cloud and Office 365, Directory Services (on-prem & cloud), Windows Server, Data Loss Prevention (DLP), Single-Sign On, Rights management, Mobility Device Management (MDM), TEAMS, Archiving, and Legal hold.
- Advanced knowledge of Directory Services (e.g., on-prem, cloud, federation) and administration.
- Firm understanding of network design (e.g., endpoints, firewalls, switching/routing, DNS, network protocols) and cloud and on-prem operations
- Advanced PowerShell scripting and experience with scripting of daily tasks.
- Ability to work independently to evaluate symptoms and determine the root cause of complex client issues with the Exchange/Teams Online and Hybrid (Exchange/Teams On-Prem and Cloud environments)
- Experience supporting Office 365 related services for large enterprises.
- Demonstrated excellence at presenting complex technical topics to technical, and business personnel
- Exceptional communication and personal skills, both written, verbal and while presenting to groups
- Mentor junior staff on technology upgrades and new features on the Exchange/Teams Online platform and other supporting technologies
- Self-managed and motivated individual with strong desire to learn
- Excellent organizational and project management skills
- Experience in Agile Methodologies, (SCRUM, Kanban, etc.)
- Experience using Design Thinking to define strategies and solve problems
- Strong analytical and problem-solving skills
- Excellent documentation and communication skills
- SAML/SSO
- OATH App Configuration

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Desired Job Skills:

- Strong background with other network configurations such as, Load Balancing (DNS and HLB), and advanced Permissions and Policies.
- Ability to innovate with a history of new or improved technology solutions with impact on company productivity.
- Interacts well with diverse groups within function and maintains strong working relationships with internal and external collaborators.
- An insatiable curiosity to learn more about new technologies and our customer's business
- Additional Competencies a plus:
- JSON Config Files
- PowerBI
- PowerApp
- ITIL Certified
- Cloud PBX/PSTN

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