

Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title*

Migration Support Engineer

Band

B2

Number of posts

1

Directorate

Technology

Contract type

Fixed Term

Duration if fixed term

12 months with possibility of extension

Management responsibility

None

Reports to

Technology Directorate

Standard duties

As part of the Office 365 Programme, we need to migrate up to 50 terabytes of data from shared drives into Office 365. This includes both standard office files and also PST archive files. This person will assist with this important function for the period of the programme, and will be responsible for infrastructure and End User Technology related tasks during the programme, supporting and facilitating all migrations. This person will also be responsible for troubleshooting problems related to these tasks and others that the Technical Migration Lead might delegate.

In order to achieve this the successful candidate will be expected to perform the following

- Work closely with the Office 365 Programme, Digital Infrastructure and End User Technology teams to assist with infrastructure-related issues related to data migrations with the various user groups within both Houses, as well as Members Offices and their staff.
- In particular, to:
 - Re-permission source file share areas following data migration to a defined two-step process.
 - To create, permission, populate and deploy new file share areas to house files that will not be migrated to Office 365.
 - To manage the file share creation, permissioning and decommissioning for temporary file shares used during the import of PST files to Exchange Online.
 - To run scripts and processes to identify user shares.
- Assist the Technical Migration Lead with any infrastructure-related issues that might occur during the migration process.

- Assist the Assist the Technical Migration Lead with any issues that might occur during the migration process related to the migration tools.
- Understand the Digital Service offerings for SharePoint Online and OneDrive for Business, to assist with the resolution of questions relating to this service.

The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically as the programme evolves and the needs of the migration project develop over time.

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

Technical Migration Lead
Technical Services team including: - Technical Services Manager and Solutions Architect
Office 365 Programme Team
Digital Infrastructure Team
End User Technology Team
Operational support teams and managers

Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

Third party suppliers

Person Specification

Standard skills and knowledge required

- Effective written and verbal communication skills and can present complex information
- Excellent planning and organisational skills, able to prioritise to meet deadlines and takes full responsibility for quality and timescales of own work
- A systematic and analytical approach to problem solving
- Ability to contribute to and work well within a team
- Ability to supervise, motivate and lead staff
- Understands the needs of the customer and their differing levels of skills and experience
- The ability to work calmly and efficiently under pressure
- Is proactive takes action and anticipates opportunities

Specific skills and knowledge required

- Experience of creating and managing Windows file share, including direct permissioning using Access Control Lists.
- Experience of creating and managing Group Policy and logon scripts to deploy file shares.
- Good levels of documentation skills.
- Good customer facing and interpersonal skills, is able to develop good working relationships with staff at all levels. Experience of stakeholder management and networking skills
- Applies logical and creative thinking to consider how a process could be made more efficient and effective
- Is able to identify and plan and schedule all the tasks required to deliver a larger piece of work
- Ability to gather information from different sources and interpret data
- Flexibility and a can-do attitude with a willingness to learn, explore and develop new skills
- Ability to work with and learn about new technology quickly, using skills to start working on live cases within a short period of time

Desirable

- Knowledge of Microsoft Office 365 technologies (especially SharePoint Online and OneDrive for Business but also Exchange Online and Office productivity tools)
- Knowledge of wider Microsoft technologies such as Windows Server and Active Directory
- A broad understanding about the concepts of working with Cloud technologies

Additional information regarding the post

Location

The post is located at 7 Millbank on the Parliamentary Estate.

Bands A – E Positions

Hours

Net conditioned full-time working hours for staff of the Digital Service are usually 36 per week. This excludes daily meal breaks of one hour.

The hours of attendance for this post are **36 net** per week. The exact daily times of attendance will be agreed with line management.

Salary and Benefits

Starting salary of between £30,150 and £36,170 (depending on experience)

In addition to a good salary package, we offer an attractive range of benefits including 28 days' annual leave, interest free season ticket loan and bicycle loan, childcare voucher scheme, access to training and development, in house gym and a contributory pension scheme.

Equality

We are committed to being an inclusive employer. We encourage flexible ways of working and staff have access to Workplace Equality Networks.

We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability.

Please let us know if you require any recruitment documentation in other formats or if you require reasonable adjustments to be made during the recruitment process.

For further information

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.