

## Platform Engineer

Logiq Consulting is a fantastic place to work. Our ethos is based on our core values of innovation, collaboration, and quality delivery. Being a fast-growing SME working alongside some of the most prestigious clients in the UK we can offer not only a varied and interesting workload, but we can nurture your inquisitive nature and help you create change in the workplace - making it better for all.

Logiq Consulting are Cyber Security and Information Assurance experts. We specialise in providing leading edge consultancy to high-threat clients, as well as delivering a range of security services and products throughout the Private and Public Sector. We are a Microsoft Solutions Partner.

Due to a rapid increase in clients within Managed Services, we have a requirement for a Platforms Engineer to join our growing team. The ideal candidate will have current or recent experience of working within a second-line support (such as SaaS, Platforms, or Infrastructure) team.

### The Role:

The successful candidate will join our Managed Services team, supporting, establishing, and maintaining the Managed Services offering, for multiple clients, which is primarily underpinned by Microsoft 365 based collaborative technologies, but also including Cloud and On-premises infrastructure platforms.

Each tenant delivers an independent working environment which are capable of wider sharing and collaboration across all customers.

### Key Responsibilities:

- Supporting the Managed Services team in ensuring Logiq meet their contractual Service Level Agreement obligations.
- Undertaking technical activities, operating, managing, securing, and optimising a cloud-based Microsoft 365 service portfolio, including client-specific, on-premises, & SaaS platforms.
- Immediate administration and service support of a growing client & user base (currently c2,200 users, which we expect to exceed c3,000 during 2024).
- Enabling continual improvement through overseeing and supporting the life cycle of the technology platforms and implementing new capabilities.
- Design and implementation of solutions in support of the delivery of technical components required in customer proposals.



### Essential Skills:

- Experience in a service orientated technology platform support capability.
- Proven experience in the design, execution, and optimisation of Office 365 & related services including:
  - Microsoft Intune*
  - Microsoft SharePoint Online / OneDrive*
  - Microsoft Entra and related components*
  - Microsoft Teams*
  - Microsoft Exchange Online*
- Experience working in a secure technical environment. Experience relating to the following technologies are advantageous:
  - Microsoft Azure*
  - Microsoft Compliance & Security*
  - Tenable*
- Platforms support and maintenance within an ITIL Environment
- Strong customer focus and customer service attitude
- Strong personal organisational skills.

### Desirable Skills:

- Microsoft Sentinel
- Microsoft 365 Defender
- Previous experience in a consultancy role.
- Experience working in an Agile framework.

### Desirable Certifications, Qualifications Experience:

- Microsoft 365 Certified: Fundamentals / Associate / Expert Certification
- ITIL v4 Foundation

### Perks Include:

- Hybrid working from your choice of Chippenham and / or Bristol 1 or 2 days a week, home based otherwise
- Discretionary 10% bonus
- Discretionary 2k annual training fund per employee
- Very competitive pension scheme
- Virtual GP
- Annual Eye Test