Senior IT Engineer

The **Senior IT Engineer** will be responsible for the administration and optimization of the firm's Microsoft 365 environment. This role involves managing core M365 services (Exchange, Teams, SharePoint, OneDrive, Intune, etc.), ensuring system reliability, enforcing security and compliance policies, and providing IT support for end users. The role requires strong, enterprise-level M365 experience and the ability to drive cloud initiatives across the organization.

Responsibilities:

- Administer all Microsoft 365 services, including but not limited to Exchange Online, SharePoint Online, OneDrive for Business, Teams, Azure AD, Intune, and other related M365 workloads.

- Manage user identities, licenses, and permissions within Azure Active Directory and Microsoft 365.

- Monitor system health, performance, and availability of all M365 services, proactively identifying and resolving issues.

- Perform regular audits of M365 configurations and user activities to ensure compliance and security.

- Manage and maintain M365 policies, including data retention, eDiscovery, and data loss prevention (DLP).

- Oversee M365 service updates, patches, and feature rollouts, ensuring minimal disruption to users.

- Develop and maintain comprehensive documentation for M365 configurations, processes, and procedures.

- Implement and enforce M365 security best practices, including Conditional Access, MFA, and privileged identity management.

- Configure and manage M365 security features such as Advanced Threat Protection (ATP), Microsoft Defender for Office 365, and Security & Compliance Center policies.

- Ensure M365 compliance with industry regulations such as ISO 27001 and internal security policies.

- Respond to and investigate security incidents related to the M365 environment.

- Provide expert-level support for M365 related issues, resolving complex problems that escalate from other IT team members and end-users.

- Troubleshoot connectivity, synchronization, and performance issues across various M365 applications.

- Lead or participate in M365-related projects, including new feature deployments, migrations, and integrations with other systems.

- Provide technical guidance and recommendations for M365 adoption, optimization, and future roadmap planning.

- Stay current with new Microsoft 365 features, services, and industry trends to recommend strategic improvements.

- Develop and deliver training to end-users and other IT team members on M365 best practices and new functionalities.

- Utilize PowerShell scripting for automation of routine M365 administrative tasks, reporting, and configuration management.

- Implement and administer device management and device hardening procedures using Kaseya VSA and JAMF software.

- Prepare weekly and monthly IT workload status reports.

- Attend training sessions and staff meetings as required.

- Perform other related duties as assigned.

Required Skills & Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.

- 7+ years of progressive experience in IT administration, with at least 3 years dedicated to Microsoft Office 365 administration in an enterprise environment.

- Deep expertise in administering and troubleshooting the following M365 services:

    o Exchange Online

    o SharePoint Online and OneDrive for Business

    o Microsoft Teams (administration, policies, and voice integration)

    o Azure Active Directory (user management, SSO, Conditional Access, PIM)

    o Microsoft Intune (device management, app deployment, compliance policies)

    o M365 Security & Compliance Center (DLP, Exchange Mailbox Searches, Audit Log Search)

- Strong proficiency in PowerShell for M365 administration and automation.

- Solid understanding of networking concepts (DNS, TCP/IP, Firewalls, VPNs, Cisco Endpoint Security) as they relate to M365 connectivity.

- Experience with identity management concepts (SSO, Federation, AAD Connect).

- Knowledge of Microsoft Power Platform (Power Apps, Power Automate, Power BI) is preferred.

- Familiarity with ISO 27001 framework and service management principles.

- Experience with other cloud platforms (Amazon Web Services, Google Cloud Platform) is a plus.

- Experience in a law firm environment is preferred but not required.

Required Physical Abilities

- Ability to bend, stoop, reach, stand, move between areas/floors of the building regularly, and sit at a computer for extended periods.

- Manual and physical dexterity required to operate computer equipment and handle paper documents.

- Sufficient near-vision acuity to read information on a computer screen, handwritten forms, and printed documents.

- Adequate hearing and verbal skills to communicate effectively in person and via telephone.

- Ability to lift and carry items weighing up to 25 pounds.

This is an exempt position and the annual salary range for this role is $140,000 to $160,000, commensurate with experience. This salary range reflects estimated base salary. Total cash compensation will be higher when factoring in year-end bonus and benefits.

If you are interested in applying for this position, please complete an application here.

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