Enabling Technologies Microsoft Cloud Solutions Architect Job Description

Enabling Technologies Corporation (ETC) is the four-time global Microsoft Partner of the Year award winner (Communications). While we've been in business for over 28 years, our last decade+ has been spent deploying Microsoft Communication and Collaboration Solutions on-premises and in the Microsoft cloud with PBX/PSTN integration (VoIP). We are a full-service Office 365 partner, and our delivery teams align with the M365 license: Office 365, Enterprise Mobility and Security, and Windows 10. The position of Cloud Solutions Architect, Microsoft Technologies, is an important role in the success of Enabling Technologies Corporation. The candidate will focus on consulting and implementation of Microsoft communication applications, including Teams/Skype for Business Server with Enterprise Voice. These applications may be on-premises or in Office 365. This individual will also consult and implement peripheral IT applications, such as compliance (Microsoft's Office 365 EMS suite with MDM and Intune/Windows Endpoint Manager), Security (Azure DLP/AIP, Advanced Threat Protection solutions), and Azure Infrastructure as a Service projects. The architect is assigned to ETC's most important clients, handling new deployments and/or upgrades of software or providing guidance through the Fast Track program.

The Cloud Solutions Architect consults with clients during their decision-making process, and at times may help the ETC sales rep close sales with their technical acumen and confidence. During the presales cycle, the engineer may partner with ETC's Project Managers and interact mainly with client IT managers, directors, and IT pros. Once a project is underway, they will participate on a virtual team of internal ETC resources and client staff, planning and designing the solution. They will then install, customize, test, document, and train to ensure the client is satisfied with the overall outcome of the deployment.

The architect will work in a fast-paced environment and must have the ability to multitask while still providing exemplary service to their clients. ETC has a Network Operations Center with a dedicated team of support engineers. Occasionally the UC Engineer will provide tier 3 support for clients when called upon, and they will also serve as a back-up for the primary support engineer after-hours client on-call engineer for a week, once a quarter. They will work in an environment that fosters cross-training and voluntary knowledge transfer. This is a customer-facing consulting position with approximately 25% travel required, with the bulk of your time spent in a virtual office environment.

**Requirements:**

The candidate will possess technical and consulting skills, including:

· Six to eight years of total technology experience in systems integration, corporate IT, or consulting

· the ability to be flexible, work undirected, and multitask in a fast-paced environment

· the ability to quickly build working relationships in a team environment

· Outstanding leadership skills

· Resourcefulness and creative problem-solving ability

· Excellent communication (written, verbal, presentation) skills

· Working knowledge of Visio

**Education:**

o BS in Computer Science, Engineering, or related field, or field experience

o Technical certifications (i.e. MCSE)

**The candidate will:**

· Have Microsoft server administration background (AD, security, Exchange, etc.)

· Have implemented collaboration tools including:

o Microsoft Lync/Skype for Business

o Microsoft Teams

o Video and mobility

o Office 365 services including Azure AD Connect, Intune, Azure AIP and DLP

· Have gateway and SBC installation, configuration, and troubleshooting experience (AudioCodes preferred)

· Have some PBX experience (Avaya, Cisco)

· Be able to develop and improve internal and customer-facing processes for repeatable implementation, customizations, and/or maintenance of Microsoft communication systems & assist in presales efforts

**An ideal candidate may also have:**

· Have experience in migrating from Exchange on-premises to Office 365 or Office 365 Tenant to Tenant using native and 3rd party tools

· External client consulting experience of at least two years

· Implemented projects involving MS Exchange and complementary applications for compliance, hygiene, archiving, and unified messaging.

· Information security experience (digital certificates, PKI)

· Mobility integration (Office365 Enterprise Mobility Suite)

· experience migrating from non-Exchange messaging systems to Office 365

· experience working with SCCM

· Experience configuring and working with Azure, specifically Infrastructure as a Service

· Experience configuring or supporting Windows Virtual Desktop