

## JOB POSTING: TECHNICAL CONSULTANT (MICROSOFT 365 CLOUD CONSULTANT)

### WHO WE ARE:

**Regroove Solutions Inc.** (Regroove) is a cloud first technology consulting company with a strong focus on helping teams harness Microsoft technology to run a more effective business.

We have an infectious love for all things technology-related, and work with progressive organizations and their leaders who embrace transformative decision making. We select our projects with care, ensuring our clients share our values, and have any number of internal projects that stretch our creativity and skill.

Learning is a huge part of our culture, and we encourage our team members to develop skills outside of their typical roles wherever they find opportunities that interest them. The Regroove team shares a laid-back humour; employees build friendships here, and we enjoy team socializing activities.

### WHO YOU ARE:

We are in search of a **Microsoft 365 Cloud Consultant** to join our team. Are you a seasoned technical consultant with a knack for delivering innovative solutions using Microsoft 365? We're seeking a dynamic individual who thrives in a client-facing role, excels at designing and implementing technical solutions, and also enjoys occasionally mentoring junior consultants when the opportunity arises.

As a technical consultant at Regroove, you'll have the opportunity to work on a variety of projects for our diverse client base of small and mid-sized businesses, government agencies, and non-profit organizations. You'll play a key role in business development, helping to scope projects by utilizing your knowledge of Microsoft 365 solutions. Your expertise as a subject matter expert will be invaluable in guiding our clients towards successful outcomes.

In addition to client-facing responsibilities, you'll also contribute to our internal initiatives, ensuring our infrastructure and cloud services solutions are cutting-edge and efficient. Your Microsoft 365 technical know-how and dedication to excellence will help us maintain our reputation as a leader in the industry.

If you're motivated by meaningful work and eager to join a boutique technology consulting company, we want to hear from you. While experience is critical to this role, we place equal value on emotional intelligence and the ability to fit in with the team. If this sounds like you, join us at Regroove and be part of a team that is passionate about empowering people and businesses through technology.

### WHAT YOUR ROLE WILL INCLUDE:

The technical consultant role at Regroove is to deliver a range of projects for a variety of clients and internal initiatives by designing and implementing Microsoft 365 solutions and managing and maintaining internal infrastructure and cloud services solutions.

Tasks are focused on the following key areas:

1. Client-facing Technical Consulting – 75%
2. Internal-facing Technical Consulting – 15%
3. Administration – 10%

## CLIENT-FACING TECHNICAL CONSULTING

- **Business Development:**
  - Participate in the presales process by scoping Microsoft 365 projects.
  - Review project work breakdown structures to ensure estimates and expectations align with best practices.
  - Identify opportunities to expand or accelerate the adoption and consumption of Microsoft 365 technologies.
  - Participate in meetings with clients to understand their business needs. Engage other team members appropriately to understand and define client requirements.
- **Solutions Deployment:**
  - Participate in the full project delivery lifecycle, from project kickoff to technical implementation and status update meetings, to project closeout.
  - Support project planning by defining the risks and dependencies.
  - Communicate business value of planned solutions to clients.
  - Complete assigned project tasks within defined quality standards.
  - Proactively identify issues and risks and engage with clients or internal stakeholders (e.g., Project Managers) as appropriate to address and resolve issues.
  - Create project documentation, including diagrams and configuration "as-built" documents.

## INTERNAL-FACING TECHNICAL CONSULTING

- **Technical Administration:**
  - Administer and maintain Regroove's Microsoft 365 services.
  - Oversee system events to ensure proper functioning, the maximum availability of the systems, and quality of service.
  - Implement and maintain Regroove's Microsoft 365 security and threat management and conditional access policies to ensure effective business security posture.
  - Manage and support Regroove's Microsoft 365 licensing, ensure effective role assignments in place where required, and manage and review access and authentication protocols to proactively mitigate security issues.
  - Perform system, application, and equipment firmware updates.
- **Microsoft 365 Trends:**
  - Stay on top of Microsoft 365 roadmap announcements and new services with Microsoft 365 and report changes in features or functionality internally.
  - Learn new technologies or services based on business demands and industry trends.
  - Obtain relevant accreditations and certifications as advised by the leadership team.
  - Share experiences, best practices, and product news with team members.
- **Mentorship and Training:**
  - Provide ongoing mentorship and training to junior technical consultants.

## ADMINISTRATION

- Provide work updates in a daily discussion thread (scrum), participate in internal Teams posts, and other Regroove initiatives.
- Attend weekly morning Teams chats and biweekly team huddles.
- Enter time in Harvest after each task.
- Other duties as assigned/required (don't worry, we'd never assign you a task we wouldn't do ourselves!).

### OUR IDEAL REQUIREMENTS:

- Post-secondary degree or certification in a relevant discipline or equivalent work experience.
- 2+ years of experience in a technical consulting role deploying technical solutions for clients.
- 2+ years of experience implementing Microsoft 365 solutions.
- Proven record of guiding clients through the Microsoft 365 journey, including providing recommended best practices and driving execution.
- Intermediate or Advanced Microsoft 365 certification(s), such as Fundamentals, Teams Administrator Associate, Identity and Access Administrator Associate, and/or Administrator Expert.

### OUR SKILLS AND/OR EXPERIENCE REQUIREMENTS:

- **Operating Systems:** Proficiency in Windows 10 and 11 and Server 2012 to current, including installation, configuration, and troubleshooting.
- **Networking:** Strong understanding of networking protocols, DNS, and experience in systems administration and analysis.
- **Microsoft 365 Administration:** Ability to build and configure Microsoft 365 tenancies, manage subscriptions, and ensure proper licensing.
- **Device Management:** Experience in device procurement recommendations, provisioning, and Entra ID joins (including Hybrid joins).
- **Microsoft Intune:** Experience in Microsoft Intune device management implementations.
- **Active Directory:** Proficiency in Microsoft Active Directory, including Azure AD Connect, topologies, and design.
- **Entra ID:** Proficiency in Entra ID, including identity governance, permissions management (including PIM), security (including conditional access policy implementation), and multifactor authentication implementation.
- **Exchange Online:** Experience in Exchange Online configuration and security.
- **Migrations:** Experience in various migration scenarios including Hybrid Exchange, Gmail, SharePoint to SharePoint Online, and Microsoft 365 tenant-to-tenant.
- **Microsoft Teams:** Proficiency in Microsoft Teams configuration and administration.

### OUR NICE-TO-HAVE SKILLS:

- **Microsoft Purview:** Experience with Microsoft Purview for data governance and compliance.
- **PowerShell:** Proficiency in PowerShell scripting.
- **Power Platform:** Experience in building and maintaining Power Automate Flows and Power Apps.
- **Entra ID Networking and Virtualization:** Proficiency in Entra ID networking and virtualization technologies, including design, configuration, and troubleshooting.
- **Entra ID Automation Technologies:** Experience with Entra ID automation technologies for streamlining processes (runbooks) and improving efficiency.
- **Windows 365 Cloud PC:** Experience in Windows 365 Cloud PC configuration and deployment.
- **Microsoft Autopilot:** Proficiency in Microsoft Autopilot configuration and management for device deployment and provisioning.
- **Development Experience or Knowledge** – Developing SPFX web parts, PCF Controls, Azure Functions, DevOps/GitHub Experience and Power Platform Development.

### OUR MUST HAVES:

- Ability to work independently with a high degree of initiative.

- Ability to prioritize tasks and manage competing priorities.
- Strong communication skills, both oral and written.
- Humility to recognize mistakes as learning opportunities and ask for help when needed.
- Willingness to learn and grow your skills.
- Capacity to juggle a rotating portfolio of clients from a variety of industries with multiple projects running consecutively.
- Staying organized; taking concise, thorough notes; following organizational processes for naming conventions and task management for team-wide consistency.
- A love of continuous learning and a drive to stay current with constantly changing cloud technology.
- Solution-focused drive to innovate and confidence to speak up when something needs improvement.
- A sense of humour. We love to laugh at ourselves and find fun in life and the work we do.
- An outgoing nature. There are lots of introverts on our team, and lots of independent work here, but we need candidates who enjoy working with other people, as collaboration and understanding are cornerstones of what we do.
- Respect for people; a commitment to inclusiveness in all interactions. Sexist, racist, homophobic, transphobic, and ableist views are not entertained here. You are not a fit if you harbour these views.
- You don't have a problem admitting when you're wrong. "Do the right thing, do the thing right" is a motto we live by and what we mean by that is that we try our best to do the right thing and do things right. Being "right" is not important here; doing what is best for the team or the client is valued above being correct.
- A caring heart. We want someone who would stop to pick up a stray puppy if they saw them in the street. In a world that can be hard, we cherish softness.

## WHY WORK WITH US?

Our strength is our team. No one person can know it all – you don't need to have all of the answers, as long as you're not afraid to ask questions and keep an open mind. We support each other, learn from each other, and have a great time doing it. At Regroove, you can:

- **Build a career.** Learn from a strong team and gain experience with client challenges. We want someone who will grow with us.
- **Make a difference.** We are passionate about improving business and organizational operations while supporting our community the best way we can.

Personal perks include:

- Premium employee health benefits package that includes extras such as massage, chiropractic, optometric, physiotherapy, naturopathic, counselling, and more.
- Three weeks paid vacation days minimum, and extra paid time off during last week of December.
- Flexibility to accommodate personal appointments during work hours.
- Quality hardware delivered to your home, including a Surface laptop, monitors, camera, and noise-canceling headset.
- A monthly allowance to subsidize your existing cell phone plan.
- Professional development opportunities.
- A completely remote work environment.

We're good at what we do, and that means we can have fun and not take ourselves too seriously. We deliver on cool ideas and unique projects with clients who align with our values. We are proud of our culture of equality – it doesn't matter what your role is or how experienced you are, your ideas, knowledge, and input are valued. Each of us has expertise to offer!

#### DETAILS:

- Location: Fully online/remote (must be in PST/MST time zone and already based in Canada).
- Salary: \$80,000-\$110,000, depending on experience.
- Term: Permanent, full-time (37.5 hours per week).
- Start: August 15, 2024 (flexible).

#### HOW TO APPLY:

- Deadline to apply: **Monday, July 1, 2024**, at midnight.
- Please submit your resume and a cover letter in PDF format.
- Please indicate the position you are applying for in the cover letter and email subject line.
- Send email PDF attachments to [careers@regroove.ca](mailto:careers@regroove.ca) c/o Nicole Nelson.