TEAM BARNET

BARNET LONDON BOROUGH

Caring for people, our places and the planet

Role Profile

Job Title:	**Telephony – M365 Teams Engineer**
Location:	**Colindale (Hybrid)**
Department:	**Technology services**
Directorate:	**Strategy & Innovation**
Grade:	**Grade J**
Type of Working:	**Hybrid Working**
Reports to:	**Senior Solution Architect**

1. Job Purpose:

The Telephony/M365 Unified Communications Engineer is responsible for the design, implementation, administration and continuous improvement of the Councils unified communications and collaboration services. The role ensures the reliable delivery of Microsoft Teams Voice, telephony, contact centre integrations, meeting room technology and Microsoft 365 collaboration capabilities, enabling staff to communicate and work effectively across the organisation.

Working as part of the wider technology services team, the post holder provides technical expertise across voice, messaging and collaboration platforms, supporting service availability, user adoption and operational resilience. The role contributes to service improvement initiatives, technology projects and the introduction of new communications capabilities, while maintaining governance, security, performance standards and a high-quality user experience across the unified communications estate.

2. Key accountabilities:

The Telephony – M365 Teams Engineer will:

- Administer, maintain and support Microsoft Teams Voice, telephony platforms and associated voice services, including call queues, auto attendants, Direct Routing and service provisioning across the organisation.
- Manage numbering plans, telephony configurations, voice policies, call routing and user service provisioning, ensuring services are secure, resilient and aligned with organisational requirements.
- Provide technical support and engineering expertise for Microsoft Teams, Exchange Online and wider Microsoft 365 collaboration services, contributing to governance, security, compliance and continuous service improvement.

- Support and maintain meeting-room technologies, Microsoft Teams Rooms devices and collaboration endpoints, including room accounts, displays and audio-video equipment, to deliver a high-quality user experience.
- Support integrations between Microsoft Teams and third-party telephony, SIP and contact-centre solutions, working with suppliers and internal teams to maintain interoperability and service continuity.
- Troubleshoot and resolve complex incidents, problems and service requests relating to unified communications and collaboration technologies, coordinating diagnosis, escalation and service restoration where required.
- Work closely with infrastructure, network, security, identity and end-user computing teams to ensure the seamless, secure and resilient delivery of communication and collaboration services.
- Support the delivery of technology projects, migrations, upgrades and new unified communications capabilities, while maintaining accurate technical documentation, support procedures, operational standards and knowledge articles.
- Monitor service performance, capacity and availability, recommending improvements to enhance reliability and user satisfaction, and provide technical guidance and knowledge sharing across Technology Services to strengthen operational resilience.

Key outputs of the role will be to:

- Highly available, reliable and resilient Microsoft Teams Voice and unified communications services across the Council.
- Effective management of Microsoft Teams Phone and its integration with Colt Cloud and other telephony services.
- Effective configuration and management of call routing, telephone numbers, calling policies, auto attendants, call queues, voicemail and enterprise voice capabilities.
- Secure and compliant configuration of Microsoft 365 communication services, with appropriate access controls and alignment to Council technical, information security, accessibility and data-protection standards.
- Well-maintained Teams-enabled meeting rooms, including room accounts, devices, displays, cameras, microphones and associated policies.
- Improved user experience across telephony, meetings and collaboration platforms through active monitoring of call quality, service health, capacity and performance.
- Reduced service disruption through effective incident and problem management, with service requests and technical issues resolved within agreed service levels.
- Effective supplier management and timely fault escalation with Microsoft, Colt and other providers to improve service performance and maintain agreed service and security requirements.
- Effective support for PCI DSS, Public Services Network accreditation, ISO 27001 and other compliance activities, including evidence gathering, remediation, audits and control reviews.
- Identified and remediated security risks, vulnerabilities and configuration weaknesses, with effective support for security incident investigation and recovery.
- Successful delivery of telephony and collaboration projects, controlled changes, upgrades, migrations and technology refreshes, supported by appropriate testing, rollback and validation arrangements.
- Accurate and current telephony and collaboration service documentation, including support procedures, configuration records and service information.

- Continuous improvement recommendations and implementation of service enhancements, informed by service reporting, audits, performance data, risks and improvement actions.
- Increased organisational adoption and effective, secure use of modern communication tools through clear technical guidance, knowledge sharing and user support.
- Strong collaborative working with cyber security, infrastructure, service management, information governance, internal customers, partners and stakeholders to deliver resilient and secure services.
- Positive contribution to project and service meetings, shared team knowledge and collective responsibility for agreed service outcomes.
- Completion of other appropriate duties within the scope and grade of the role to support resilient and secure Council technology services.

3. Financial Responsibilities:

The Telephony – M365 Teams Engineer has no direct budget responsibility. However, the postholder will be expected to ensure that licences supporting Teams telephony, Colt Cloud and meeting-room services remain valid, are appropriately assigned and are used in the most cost-effective way. This includes monitoring licence allocation and usage, identifying unused or unnecessary licences, and working with relevant colleagues and suppliers to recommend opportunities for optimisation and value for money.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of wok and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the post and at the appropriate grade. Occasional out-of-hours and weekend working may also be required to accommodate planned service changes and minimise disruption to Council services.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Department:	**Technology Services**
Directorate:	**Strategy & Innovation**
Grade:	**Grade J/K**
Type of Working	**Hybrid Working**
Reports to:	**Senior Solution Architect**

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level or equivalent relevant experience	Essential	Application & Interview
Microsoft 365 Certified: Enterprise Administrator Expert	Desirable	Application & Interview
Microsoft Teams Administrator Associate	Desirable	Application & Interview
Microsoft Certified: Collaboration Communications Systems Engineer Associate	Desirable	Application & Interview
ITIL Foundation Certification	Desirable	Application & Interview
Microsoft Certified: Identity and Access Administrator Associate (desirable)	Desirable	Application & Interview
Experience & Knowledge		
Proven experience administering Microsoft Teams Voice, enterprise telephony solutions and Microsoft 365 collaboration services within a medium to large or complex organisation.	Essential	Application & Interview
Strong knowledge of Teams telephony configuration, including number management, calling policies, call routing, auto attendants, call queues, voicemail and emergency calling, with experience of user onboarding and service provisioning.	Essential	Application & Interview

Experience supporting cloud telephony integrations, SIP services, number porting, telephony migrations and service transitions, including working with telecommunications suppliers, Microsoft support and third-party service providers.	Essential	Application & Interview
Experience supporting Microsoft Teams Rooms, meeting-room and audiovisual technologies, room accounts, displays, cameras, microphones, audio devices and hybrid working solutions.	Essential	Application & Interview
Experience operating within ITIL-aligned service management environments, including call-quality monitoring, service-health analysis, incident management, problem management and controlled implementation of service changes.	Essential	Application & Interview
Understanding of information security principles and experience supporting PCI DSS, Public Services Network accreditation, Cyber Essentials or ISO 27001 compliance activities within Microsoft 365 and unified communications environments.	Desirable	Application & Interview
Experience contributing to technology projects, platform upgrades and service improvements, working collaboratively with internal support teams, business stakeholders and external providers to diagnose issues and deliver effective outcomes.	Essential	Application & Interview
Skill & Ability		
Strong troubleshooting, diagnostic and problem-solving skills across voice, collaboration and Microsoft 365 technologies, with the ability to analyse and resolve complex faults, call-quality data, service alerts and configuration issues in a structured and methodical manner.	Essential	Interview
Ability to plan, test, implement and document telephony and meeting-room changes with appropriate validation and rollback arrangements, applying a strong continuous-improvement focus to service enhancements.	Essential	Interview
Excellent written and verbal communication, stakeholder engagement and customer-service skills, with the ability to explain technical concepts clearly to non-technical users, colleagues, suppliers and other stakeholders.	Essential	Application & Interview
Ability to organise and prioritise workloads, manage multiple and competing demands, maintain service quality, and produce accurate technical documentation and compliance records.	Essential	Interview
Ability to work effectively both independently and as a dependable team player, sharing knowledge and supporting collective service outcomes.	Essential	Interview
Ability to undertake occasional out-of-hours and weekend work to accommodate planned changes and minimise disruption to Council services.	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview

Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview