

Modern Desktop Engineer

JOB DESCRIPTION

Who are RedCortex?

We are a Microsoft Gold Partner and we possess a wealth of resources, qualified and experienced in the Microsoft suite of software and infrastructure solutions.

We have established a strong reputation for the timely and cost-effective completion of projects in both the private and public sector.

We often help organisations who have in-housed their services away from long service agreements with traditional ICT service providers. As such we can provide excellent cost efficiency, for the delivery of tangible outcomes you need.

We help organisations obtain a clear 'total cost of ownership' view of their existing on-premises ICT including management and operational costs and provide a recommended ICT vision that is tailored to the business requirements and budget. We can help our clients leverage the management and cost efficiencies of cloud hosting and, as one of Microsoft's highest calibre recommended partners, have expertise in Microsoft365 including Teams and Telephony, Dynamics CRM, SharePoint and Azure hosting.

In addition, RedCortex maintains a strong focus on knowledge transfer, to help clients manage their own ICT landscape, as we feel that empowering our customers to maintain their solutions is imperative to ensuring sustainable success.

Why RedCortex (TPXimpact)?

In a statement; We are passionate about the delivery of **Impactful** and **Purposeful** change for our clients!

With a strong culture our highly skilled and diverse team is equipped to deliver innovative and cutting edge solutions for both our Public and Private Sector clients. Drawn to deliver impactful change that benefits communities and our clients stakeholders, our people are proud to be a part of our customers journey.

We work in a fast paced environment where we empower our people to work autonomously as subject matter experts, trusting and supporting their skillsets to develop solutions that meet and often exceed our customer requirements

Modern Desktop Engineer

JOB DESCRIPTION

Who are TPXimpact?

On 9th December 2021 RedCortex announced the very exciting news that we had been acquired by the TPXimpact. With both organisations sharing the same DNA, to deliver tangible, quality outputs quickly for our customers, this only extends our opportunities to work with even more exciting clients.

With a real focus on people and culture, the RedCortex team are excited to venture onto the next chapter with our extended family.

Below are just some examples of what makes RedCortex / TPXimpact a great environment to work in

702 hours donated to Charities & Communities in last 6 months and **£33,000** of donations to Charity

Extremely focused on diversity at every level, this is demonstrated by the fact that **51%** of our workforce is female, with a **40%** representation in leadership roles, which is unorthodox in a Digital / IT Organisation.

1,092 careers have been kick-started via our Community Investment Programme, which places us well on track for our target of 5,000 by 2025

We believe we are already well underway in achieving our target of **Net Zero** by 2025, if not already there! Our targets will soon be verified by the Science Based Targets initiative (SBTi)

Recently launched employee resource groups covering **women**, **LGBTQI** and **minority ethnic** groups. We also have a **Board Mentoring Programme**

Launch of a new **Academy** to build skills internally

A recent organisational survey a score of **8/10** in terms of confidence in Leadership

Modern Desktop Engineer

JOB DESCRIPTION

Benefits of working for RedCortex?



25 days Holiday



Pension 9%



2 Charity Volunteer Days



Electric Car Scheme



Share Incentive Scheme



Personal Development Allowance

Coming soon...



Cycle to Work Scheme



Working from Home Allowance

Modern Desktop Engineer

JOB DESCRIPTION

Details and requirements for this position?

Responsibilities	Skills and Experience
Working with customer ICT support teams to advise and assist with implementation and configuration of Microsoft 365, Enterprise Mobility and Security (EM&S) and other Microsoft Cloud services.	5+ years' experience working as a Desktop Engineer.
Providing advice and guidance on migration to Microsoft Cloud services and ensuring that customers maximise the adoption of these services.	Experience of Microsoft Enterprise Mobility and Security (EM&S) services including Azure Active Directory, InTune, Cloud App Security.
Working comfortably with customer ICT Support teams to advise and guide on all aspects of Microsoft 365 services and the integration of these services into existing environments.	Experience with multiple Windows Operating Systems including Windows 7, Windows 8.1 and Windows 10, server systems such as Windows Server 2012, 2016 and 2019.
Administering systems using PowerShell.	Knowledge of device management including InTune, Configuration Manager, Autopilot and WhiteGlove.
Defining detailed steps for any implementation work and adhere to defined change control processes.	Experience in advanced security and compliance services such as Windows Defender, Defender for Identity, Defender for Office365.
	Experience of implementing and supporting Windows Virtual Desktop service in Azure.

	Demonstrable experience of supporting and helping customers to migrate to Microsoft365.
	Experience of supporting and implementing changes for Azure Active Directory including Enterprise Applications, Conditional Access policies, Self Service Password Reset.
	Desirable: Knowledge of the Microsoft Power Platform (Power Apps, Power Automate, PowerBI).
	Desirable: Experience of implementing and supporting Microsoft Teams and Teams telephony services including integration with on-premise phone systems.
	Desirable: Migration of applications using ADFS to Azure AD for authentication.
	<p>Desirable: Any relevant Microsoft certification, including:</p> <ul style="list-style-type: none"> • Microsoft 365 Certified: Modern Desktop Administrator Associate • Microsoft Certified: Security, Compliance, and Identity Fundamentals • Microsoft 365 Certified: Messaging Administrator Associate • Microsoft Certified: Windows Virtual Desktop Specialty • Microsoft Certified: Security Operations Analyst Associate • Microsoft 365 Certified: Security Administrator Associate • Microsoft Certified: Information Protection Administrator Associate • Microsoft 365 Certified: Enterprise Administrator Expert • Microsoft 365 Certified: Teams Administrator Associate • Microsoft 365 Certified: Fundamentals