

Technical Specialist



Key purpose of the role

This role is within the Workplace Technology team and will be responsible for the successful configuration and delivery of key Microsoft 365 initiatives including MS Teams Calling, Windows 11 upgrade, implementation of Intune and setup and management of Meeting AV technology. As a member of the Workplace Technology team, you will be working closely with technology owners, technical teams and project teams that are integral to the next phase of the ASX's technology uplift program and ongoing management of these systems.

Team	Number of reports
Workplace Technology	Direct – N/A Indirect – N/A
Manager	Location
Senior Manager, Workplace Technology	Bridge Street, Sydney With a hybrid office and work-from-home model
Relationships	Special requirements
Cyber Security, Identity, Platform Ops, End Users, Project Managers,	Additional hours as required for Workplace Technology support commitments



Your team

This role is part of the Workplace Technology team that supports ASX's Microsoft 365, End User Compute, Unified Comms and Audio Visual functions across the organisation. This role is pivotal to the success and implementation of additional Microsoft 365 applications during the uplift and transformation of the ASX's Technology.



Your responsibilities

- Strong architectural understanding of M365 apps specialising in MS Teams calling, SharePoint Online and OneDrive
- Configure and Implement MS Teams Calling to enable the migration from a legacy phone system
- Technical documentation and knowledge base articles for technical staff and end users
- Strong understanding and experience in M365 M5 Advanced Security features
- Root cause Analysis and 3rd level support for M365 applications and Teams Calling
- Audio Visual setup and configuration of Microsoft teams rooms
- Root cause Analysis and 3rd level support for M365 application and Teams Calling
- Provide end user support as required
- Mentoring and upskilling level 1 technical support team members
- Technical support of Workplace technology management solutions
- Vendor escalation and management through to resolution



Your experience and qualifications

Must have

- A minimum of 3 years' experience working and implementing Microsoft 365 applications
- Advanced troubleshooting and in-depth technical understanding of deploying and configuring MS Teams calling
- Strong MS Teams calling and experience
- Strong technical experience in configuring and implementing Microsoft 365 applications
- Good understanding of configuring and the setup of Microsoft Teams Rooms
- Good understanding of Windows 11, MS Intune and application deployment
- Technical understanding of the Microsoft 365 E5 Security Suite
- Audio Visual monitoring solution experience
- Supporting and understanding of Workplace Technology Management solutions

ASX values

We put the market first

We stand up for what's right

We achieve more together

We drive positive change

Nice to have

- Relevant Microsoft 365 certification
- ITIL certification
- Cisco UC experience
- Windows 11 and MS Intune experience
- MS 365 SharePoint and OneDrive experience

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