

WE NEED YOU

WE'RE LOOKING FOR

IT OPERATIONS ENGINEER

LOCATION:
London (2 days on-site, 3 days virtual)

WORKING HOURS:
Monday to Friday, 37.5 hours per week

SALARY:
Up to £31k

OTHER BENEFITS:
Accelerator Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung/HP Discounts, Company Sick Pay.

CONTACT TYPE:
Permanent

REPORTING IN TO:
IT Operations Manager

blue square.

CENTRAL
SUPPORT
IT OPERATIONS ENGINEER

blue square.

WE'RE LOOKING FOR AN IT OPERATIONS ENGINEER

Join the Central Support IT Operations team as our second-line engineer. You'll be the technical escalation point for the service desk and own the day-to-day running of our Microsoft 365, identity and endpoint estate, supporting office staff, field managers and promoters. You'll report to the IT Operations Manager.

We're an Azure and Microsoft house. If you like fixing root causes, automating repetitive work and documenting as you go, you'll fit in.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

ESCALATIONS AND SERVICE

- Take escalated tickets from the ticketing desk, find the root cause and fix it properly rather than just closing the ticket.
- Support the wider team: review tickets, share fixes and help them build their skills.
- Communicate clearly with non-technical users and keep them updated against agreed SLAs.
- Cover the service desk during absence and peak periods.

IDENTITY AND MICROSOFT 365

- Manage joiners, movers and leavers across Entra ID and Microsoft 365: accounts, licences, groups, mailboxes and MFA.
- Administer Exchange Online, Teams, SharePoint and OneDrive day to day.
- Apply access controls consistently and support periodic access reviews.

ENDPOINTS AND DEVICES

- Build, deploy and manage Windows laptops and mobile devices using Intune and Autopilot.
- Own patching, updates and endpoint security tooling, and report on compliance.
- Keep asset records accurate and run regular hardware audits.
- Fault-find printers and the office network, liaising with building management and suppliers where needed.

AUTOMATION AND PROJECTS

- Automate repetitive tasks with PowerShell, using Python and SQL as your skills grow, and keep scripts in source control.
- Help support our Azure-hosted services and automated data flows as your skills grow.
- Take part in IT projects such as rollouts, migrations and system integrations.

CENTRAL
SUPPORT
IT OPERATIONS ENGINEER

blue square.

SECURITY, RESILIENCE AND DOCUMENTATION

- Act on security alerts, report suspected incidents promptly and support backup, recovery and disaster recovery testing.
- Help us stay compliant with ISO 27001 and Cyber Essentials, including gathering evidence for audits.
- Keep runbooks, configuration records and knowledge base articles up to date, so knowledge never sits with one person.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Willing to embrace, live and embed our ETHIC values: Excellence, Together, Heart, Integrity & Curious.
- Hands-on experience in a second-line or IT operations role.
- Strong working knowledge of Microsoft 365, Entra ID, Intune and Windows 11.
- PowerShell is very desirable: you'll be expected to work efficiently with it day to day. Python and SQL are good to have.
- A problem solver who can see how one issue fits into a larger system.
- A clear communicator, written and verbal, who is patient with non-technical users.
- Takes initiative, prioritises well and works under own direction, while knowing when to ask for help.
- Understanding of ITIL practices. Desirable: awareness of ISO 27001 and Cyber Essentials, and Microsoft certifications such as MD-102, MS-102 or AZ-104.
- Information Security: implement and act in accordance with the company's information security policies to protect all assets from unauthorised access, disclosure, modification, destruction or interference.
- You want a hands-on role with real ownership, in a team that supports the business day to day, with room to grow.

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

