

Microsoft 365 Specialist - Tier 2

Independent Microsoft 365 administrator supporting complex client environments, projects, standards, and mentoring

LOCATION	SCHEDULE	WORK ARRANGEMENT
Dayton (Miamisburg), Ohio	Monday-Friday, 8:00 a.m.-5:00 p.m., with after-hours support and project tasks as needed	Office and local client sites
LEVEL		EMPLOYMENT
Tier 2		Full-time

About the Role

The Tier 2 Microsoft 365 Specialist independently administers, troubleshoots, standardizes, and improves client Microsoft 365 environments. The role handles more complex escalations and project work, supports Microsoft 365 migrations and tenant changes, contributes to technical standards and automation, and helps develop Tier 1 personnel. The position also creates redundancy and broader organizational capability around Microsoft 365 services.

ROLE FOCUS

The Tier 2 role owns assigned Microsoft 365 outcomes with substantial independence, provides advanced troubleshooting and implementation support, mentors developing team members, and engages senior architecture or cybersecurity resources when decisions exceed the role's approved scope.

What You Will Do

- Administer and troubleshoot Microsoft 365 services involving Entra ID, Exchange Online, Teams, SharePoint
- Online, OneDrive, Intune, identity, access, licensing, collaboration, and approved tenant settings.
- Own complex Microsoft 365 escalations, perform structured investigation, communicate status, document findings, and coordinate resolution with Microsoft, vendors, cybersecurity, or senior technical resources when required.
- Plan and execute assigned Microsoft 365 migrations, tenant changes, client onboarding, configuration improvements, standardization initiatives, testing, documentation, and operational handoff.
- Review tenant configurations and operational practices for consistency, supportability, lifecycle concerns, security requirements, and alignment with ETS standards.
- Support identity, access, conditional-access, device-management, email-security, data-protection, retention, and compliance-related activities within approved authority and in coordination with Cybersecurity when appropriate.
- Create and maintain standards, implementation guidance, checklists, diagrams, knowledge articles, scripts, and support documentation.
- Mentor Tier 1 personnel through ticket review, collaborative troubleshooting, training, project participation, and knowledge transfer.
- Identify and implement approved automation, scripting, workflow, and responsible AI improvements with appropriate testing, documentation, monitoring, maintenance, security, and operational ownership.
- Provide Microsoft 365 technical input to Sales, Account Management, Projects, Service Desk, Infrastructure, and Cybersecurity for scoping, readiness, risk, and supportability.
- Record time accurately, manage assigned work through completion, and escalate capacity, priority, authority, or architecture concerns early.
- Participate in the after-hours on-call rotation as the EOC (Engineer On-call).
- Perform other duties as assigned.

What You Bring

- Typically three to five years of progressive experience in Microsoft 365 administration, systems administration, infrastructure, managed services, professional services, or a related role.
- Demonstrated ability to independently administer and troubleshoot multiple Microsoft 365 services in client or production environments.
- Practical experience with identity, permissions, email, collaboration, endpoint or device management, migrations, documentation, and operational handoff.
- Ability to evaluate risk, dependencies, supportability, and client impact and to recognize when architecture, cybersecurity, compliance, or leadership involvement is required.
- Strong client communication, consulting, documentation, mentoring, accountability, and project-participation skills.
- Ability to work in the ETS office, travel to local client sites, and maintain reliable transportation.
- Associate degree in a related technical field preferred, or equivalent demonstrated experience.

Essential Skills and Expectations

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when collaborating with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.
- Apply structured troubleshooting, sound judgment, curiosity, persistence, and appropriate escalation.
- Maintain accurate documentation, client communication, time records, ownership, and follow-through.
- Protect confidential, security-sensitive, client, and organizational information.
- Accept feedback, share knowledge, and contribute to a culture of continuous learning and improvement.
- Work scheduled hours Monday through Friday 8:00AM – 5:00 PM, with after-hours support and project tasks as needed. Schedule flexibility will be provided as determined by manager for after-hours tasks.
- It is expected you will continue to grow as team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.

Helpful Certifications and Experience

- Microsoft 365 Administrator, Endpoint Administrator, Identity and Access Administrator, Teams Administrator, or related Microsoft credentials.
- CompTIA CySA+, Security+, Network+, or equivalent security and networking knowledge.
- Experience with Entra ID, Exchange Online, Teams, SharePoint Online, OneDrive, Intune, conditional access, retention, compliance features, or migration platforms.
- Experience in an MSP, consulting, project delivery, automation, scripting, client onboarding, or multi-tenant support environment.

Growth Opportunities

The role can progress toward Senior Microsoft 365 Specialist, Microsoft 365 SME or Lead SME, Senior Infrastructure Engineer, Principal Infrastructure Architect, project leadership, service leadership, or adjacent Cybersecurity and Systems Administration paths. Advancement depends on sustained performance, technical depth, mentoring, business impact, and applicable role requirements.

How Success Is Measured

- Complex Microsoft 365 issues and projects are owned, communicated, documented, resolved, and handed off successfully.
- Client tenants become more consistent, secure, supportable, and aligned with ETS standards.
- Tier 1 personnel gain capability and independence through mentoring and reusable knowledge.
- Automation and documentation reduce recurring work, errors, and single-person dependency.
- Cross-functional teams receive timely, practical Microsoft 365 guidance without unclear ownership or unsupported commitments.

About ETS

Expedient Technology Solutions, LLC provides Stress Free IT® managed services and seeks to reshape the experience for clients and team members. ETS values continued growth, honest communication, exceptional service, honoring commitments, respect and service to others, and innovation.

ETS offers a competitive total rewards program that includes:

- A management team that cares about you and your career growth
- Health, Dental & Vision insurance
- PTO and flexible work schedule
- Retirement plan (401K) with company match
- Company paid certification exams, training material, and online training tools

Equal Opportunity

ETS makes employment decisions based on business needs, job requirements, and individual qualifications. Applicants will be considered without unlawful discrimination. Reasonable accommodation requests may be addressed through the recruiting process.