

Job Profile

Job Title: Technical Solutions Consultant

Division: Operations

Job Family: Solution Delivery

Role Purpose

The Technical Solutions Consultant delivers secure, well-governed Microsoft 365 transformation projects, with a strong focus on tenant-to-tenant and platform migrations, Microsoft Purview, identity, compliance and information protection. The role works across the full consulting lifecycle, from discovery and solution design through configuration, testing, cutover, remediation and handover.

The consultant translates customer requirements into practical technical solutions, produces clear technical documentation, manages assigned delivery outcomes and contributes to pre-sales scoping. The role also supports the continuous improvement of Cloud Essentials' migration methods, toolsets and reusable delivery assets, while sharing knowledge with developing consultants.

1. Migration Discovery & Solution Design

- Participate in discovery workshops and assess source and target environments, identities, workloads, permissions, dependencies, data volumes and compliance requirements.
- Translate customer requirements into practical migration approaches, technical designs and delivery plans.
- Identify coexistence, security, data quality, dependency and compliance risks and recommend appropriate mitigation.
- Support technical scoping, effort estimates, solution input, proposals and proof-of-concept activities.

2. Migration Delivery & Cutover

- Configure and execute migrations across Microsoft 365 workloads, including Exchange Online, SharePoint Online, OneDrive, Teams, identities, domains, permissions and content repositories.
- Configure and operate approved migration toolsets, including Quest/Binary Tree, AvePoint, ShareGate or equivalent platforms.
- Perform pilot and test migrations, analyse results, troubleshoot failures and complete remediation before production cutover.
- Develop and maintain migration plans, runbooks, mapping documents, test plans, cutover checklists, validation reports and remediation logs.
- Monitor migration progress and data integrity and escalate risks, blockers, scope changes and security concerns promptly.
- Provide post-migration support, technical handover and knowledge transfer.

3. Microsoft Purview & Information Governance

- Support the design, configuration and validation of Microsoft Purview solutions.
- Implement and maintain information protection and sensitivity labels in line with agreed customer requirements.
- Support data loss prevention, retention, records management, content search and eDiscovery capabilities.
- Assist customers in aligning migration outcomes with information governance, security and compliance requirements.
- Document Purview configurations, decisions, controls, testing outcomes and operational handover requirements.

4. Customer Consulting & Stakeholder Engagement

- Lead or contribute to technical workshops, customer meetings, progress updates and solution walkthroughs.
- Communicate technical concepts, risks and decisions clearly to technical and non-technical stakeholders.
- Work collaboratively with project managers, specialist consultants, customer teams and third-party providers.
- Maintain accurate technical records and ensure delivery activities remain aligned to agreed scope and quality standards.

5. Technical Development & Practice Contribution

- Research emerging Microsoft 365, migration and Purview capabilities and assess their relevance to Cloud Essentials' services.
- Create and improve reusable scripts, technical documentation, standards, templates and delivery methods.
- Share knowledge and provide practical guidance or peer review to junior and developing consultants.
- Achieve and maintain certifications assigned by Cloud Essentials.

Key Measures of Success

- Migration deliverables completed to the agreed scope, quality standards and timelines.
- Accurate discovery, technical documentation, testing and validation.
- Successful pilot, cutover, remediation and handover outcomes.
- Effective identification and escalation of delivery, data, security and compliance risks.
- Customer confidence in technical recommendations, communication and delivery support.
- Contribution to reusable migration and Purview assets, standards and knowledge sharing.
- Maintenance of relevant Microsoft and migration-platform certifications.

Minimum Requirements

Experience

- At least Five to Seven years' experience delivering or supporting Microsoft 365, Exchange Online, Microsoft Entra ID and related cloud services in a consulting or enterprise environment.
- Practical experience with tenant-to-tenant, Exchange, SharePoint, OneDrive, Teams, identity, domain or content migrations.
- Experience across migration discovery, assessment, solution design, tool configuration, test migrations, cutover, remediation and post-migration support.

- Working knowledge of Microsoft Purview, including information protection, sensitivity labels, data loss prevention, retention, records management, content search and eDiscovery.
- Experience with Active Directory, Microsoft Entra ID, identity synchronisation, permissions and hybrid Microsoft environments.
- Experience using PowerShell for administration, migration preparation, validation, reporting or remediation.
- Customer-facing consulting experience, including technical workshops, stakeholder communication and technical documentation.
- Ability to work independently, manage assigned deliverables and collaborate effectively within a project team.

Qualifications

- Grade 12/Matric or equivalent.
- Microsoft 365 Certified: Fundamentals.
- Microsoft Certified: Azure Fundamentals.
- Microsoft Certified: Security, Compliance, and Identity Fundamentals.

Desirable

- Microsoft 365 Certified: Administrator Expert.
- Microsoft Certified: Information Protection and Compliance Administrator Associate.
- Microsoft Certified: Identity and Access Administrator Associate.
- Microsoft Certified: Azure Security Engineer Associate.
- Relevant migration-platform certifications or accreditations, including Quest, AvePoint or ShareGate.
- Relevant Microsoft Purview, security, compliance, messaging or endpoint certifications.



Core Competencies

Knowledge

- Microsoft 365 administration and architecture.
- Exchange Online, SharePoint Online, OneDrive and Teams.
- Microsoft Entra ID, Active Directory, identity synchronisation and permissions.
- Microsoft Purview information protection, data loss prevention, retention, records management, content search and eDiscovery.
- PowerShell administration and automation.
- Migration discovery, coexistence, cutover, validation and remediation principles.
- Cloud security, data governance and compliance fundamentals.
- Cloud Essentials' migration methodology, governance controls and delivery standards.

Skills

- Technical discovery and requirements analysis.
- Solution design and technical documentation.
- Migration planning, configuration, execution and troubleshooting.
- Microsoft Purview configuration and validation.
- Customer-facing consulting and workshop facilitation.
- Clear written and verbal communication.
- Risk identification, escalation and stakeholder management.
- Accurate estimation, prioritisation and self-management.
- Knowledge sharing, mentoring and peer review.

Attributes

- Customer-focused and accountable.
- Curious and committed to continuous learning.
- Calm and methodical under delivery pressure.
- Collaborative and open in communication.
- Proactive in identifying risks and next steps.
- Adaptable when technology or customer requirements change.
- Security- and quality-conscious.
- Willing to adopt and improve shared methodologies.
- Supportive of others' development.