

Job Title: IT Senior Platform & Integration Engineer

Grade: Band E

Reports to: IT & Infrastructure Manager

Role Responsibilities: No line management or budget responsibilities

The Role

The vision of ECL is to transform lives, empowering independence through care excellence for all.

The IT Senior Platform & Integration Engineer sits within the IT team and provides senior technical expertise across ECL's business systems, Microsoft cloud platforms, automation services and system integrations.

The role focuses on improving how ECL's platforms connect and operate, using Power Platform, Logic Apps, APIs and Microsoft 365 services to reduce manual processing, improve data flow, support secure access and create reliable, well documented digital services.

The postholder will work closely with operational teams, system business owners, suppliers and IT colleagues to resolve complex issues, support change, improve processes and ensure solutions are practical, secure and aligned to ECL's values.

Job purpose

To design, support and continuously improve ECL's digital platforms, automations and system integrations, ensuring that key systems are reliable, secure and able to support effective service delivery.

To provide senior-level technical support for application, platform, automation and integration issues, working with suppliers and internal teams to resolve problems and reduce repeat incidents.

To develop and maintain automated workflows and API-led integrations that improve business processes, reduce manual administration and support accurate, timely data movement between systems.

Key Accountabilities

- Provide senior-level technical support for ECL's core business applications, Microsoft 365 services, Power Platform solutions and cloud-based platforms.
- Investigate and resolve complex system, integration, automation and data flow issues, working with suppliers and internal teams where required.

- Support incident, problem and change management processes, ensuring issues are documented, understood and resolved in a controlled way.
- Identify recurring problems and opportunities for improvement, using root cause analysis to reduce repeat incidents and improve service quality.
- Work with IT colleagues and business system owners to prioritise improvements that enhance user experience, operational efficiency and service outcomes.

Duties and Responsibilities

- Design, build, support and improve automated workflows using Power Automate, Power Apps, Logic Apps and related Microsoft cloud services.
- Develop and support integrations between ECL systems using REST APIs, webhooks, connectors, JSON, secure authentication and controlled data feeds.
- Investigate and resolve complex issues affecting applications, integrations, automations, Microsoft 365 services and SaaS platforms.
- Work with suppliers to understand API capability, authentication, data structures, rate limits, integration options and roadmap changes.
- Support Microsoft 365, SharePoint, Teams, Entra ID, SSO, application access and role-based permissions in line with agreed governance and security requirements.
- Ensure automations and integrations include appropriate error handling, monitoring, logging, alerting and audit trails.
- Support data access and integration requirements for reporting and analytics, including feeds into Power BI, Microsoft Fabric or other approved reporting platforms.
- Review existing flows, apps and integrations to improve reliability, supportability, ownership, documentation and lifecycle management.
- Support the safe adoption of Copilot, Copilot Studio and agent-based solutions, including governance, access control, data protection and support processes.
- Create and maintain technical documentation, runbooks, configuration records, support guides and knowledge articles to enable safe handover and ongoing support.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification

Key Skills and Competence

- Strong practical knowledge of Power Platform, especially Power Automate, with the ability to design reliable and supportable workflows.
- Good understanding of REST APIs, JSON, HTTP requests, webhooks, connectors, authentication and integration error handling.
- Strong analytical and problem-solving skills, with excellent attention to detail and the ability to work methodically under pressure.
- Effective written and verbal communication skills, with the ability to explain technical issues clearly to non-technical colleagues and suppliers.
- Ability to prioritise competing work, manage incidents and changes safely, and build positive credibility across the organisation.

Education and qualification

- Relevant technical experience or equivalent professional qualification.
- Microsoft certifications in Power Platform, Azure, Microsoft 365 or security are desirable.

Skills and Experience

- Experience in platform engineering, application support, systems integration, automation or business systems support.
- Proven experience improving processes through automation, APIs, low-code tools, scripting or integration platforms.
- Experience supporting Microsoft 365, Entra ID, SharePoint, Teams, SaaS applications and supplier-managed business systems.
- Understanding of ITIL principles, information governance, data protection and secure handling of personal or sensitive data.
- Experience in health, social care, public sector or regulated environments is desirable.

Values and Behaviours

- Ability to demonstrate and apply ECL Values: Caring, Integrity, Excellence and Teamwork.
- A proactive approach to continuous improvement, service quality, documentation and knowledge sharing.
- Reliable, enthusiastic and able to work collaboratively with colleagues, operational teams and suppliers.

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right