

DARREN GROCOTT

Modern Workplace Consultant | Endpoint Management | Identity | Security | Automation

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PROFILE

Modern Workplace Consultant with 10+ years of IT experience and a broad infrastructure engineering foundation, now specialising in enterprise endpoint management, identity, security and automation. Experienced across healthcare, education, manufacturing and MSP environments, including an NHS shared-service estate supporting more than 16,000 endpoints and 20,000 users.

Combines Microsoft Intune and MECM/SCCM, Autopilot, Entra ID, Conditional Access, Defender for Endpoint and PowerShell to deliver migrations, cloud-native management and security improvements across Windows, macOS and mobile platforms. Uses standardisation and automation to make delivery more secure, efficient and repeatable, with a growing focus on compliance-based device trust.

KEY SKILLS

Modern Endpoint Management: Microsoft Intune; MECM/SCCM; Windows Autopilot; Windows 10/11; application deployment and patching; compliance and configuration; co-management; Apple Business/School Manager; macOS; iOS/iPadOS; Android

Identity and Endpoint Security: Microsoft Entra ID; Conditional Access; compliance-based device trust; Microsoft Defender for Endpoint; Group Policy; PKI and certificate services; vulnerability remediation

Automation and Engineering: PowerShell; Intune Remediations; process automation; technical discovery; standardisation; troubleshooting and root-cause analysis

Infrastructure and Delivery: Windows Server; Active Directory; Microsoft 365; Azure; VMware; networking; hybrid infrastructure; technical design and implementation; migration; CAB; ITIL; stakeholder engagement; mentoring

PROFESSIONAL EXPERIENCE

Modern Workplace Consultant

OneAdvanced — United Kingdom (Remote) | Jun 2026 – Present

Progressed into project-based Modern Workplace Consulting after promotion from Systems Engineer to Senior Systems Engineer within the Modern Desktop team.

- Deliver Modern Workplace projects across multiple customer environments, including SCCM infrastructure and SCCM-to-Intune migrations, Cloud PKI and cloud-native endpoint transformation.
- Design Conditional Access changes supporting migration from Hybrid Entra Join dependencies towards Entra Join and compliance-based device trust.
- Develop PowerShell discovery and automation tooling to identify customer-specific requirements against standard migration baselines, improving delivery consistency and predictability.
- Develop reusable Intune Remediations for security and vulnerability requirements, with successful solutions adopted into wider customer baselines.
- Guide customers, project managers and internal teams, challenge existing approaches and contribute to improving Modern Workplace delivery processes.

Senior Systems Engineer / Systems Engineer – Modern Desktop

OneAdvanced — United Kingdom (Remote) | Dec 2024 – Jun 2026

Promoted to Senior Systems Engineer, Jan 2026

- Managed customer Intune and MECM/SCCM environments across application deployment, patching, device management and technical escalation.
- Recovered and rebuilt a production SCCM environment following database corruption, restoring the customer's endpoint-management platform.
- Provided design input to a complex Intune migration retaining significant on-premises dependencies, identifying device-level VPN connectivity needed to support pre-logon services.
- Mentored colleagues, promoted process improvement and represented high-impact technical changes through formal Change Advisory Board processes.

Senior Infrastructure Engineer

D2NA — Stoke-on-Trent, UK (Hybrid) | May 2023 – Nov 2024

Senior MSP support and project-delivery role combining technical escalation, customer ownership and endpoint/infrastructure engineering.

- Served as Technical Lead for a portfolio of customers, assessing their environments and providing technical recommendations to IT teams, directors and other stakeholders.
- Worked with a Technical Architect to assess and shape a nine-user organisation's migration from disproportionate on-premises infrastructure to a cloud-first Modern Workplace model, contributing customer context and technical recommendations across NCSC-aligned Intune security templates, Autopilot, cloud-managed endpoints and SharePoint.
- Delivered Intune configuration and application deployment for a predominantly macOS development environment, working with customer IT through testing and acceptance.
- Delivered wider infrastructure projects and provided senior escalation and mentoring within a small MSP environment.

PROFESSIONAL EXPERIENCE CONTINUED

Network and Systems Engineer

Midlands Partnership NHS Foundation Trust — Stoke-on-Trent, UK | Aug 2022 – May 2023

- Provided 3rd-line infrastructure support across approximately 550 servers hosted and managed in SSHIS datacentres, covering Windows Server, Active Directory, Microsoft 365/Azure and wider infrastructure services.
- Gained enterprise experience across SCOM, SCORCH, SCVMM, Cisco networking/CUCM and hybrid Exchange while supporting endpoint-management activity.

Operational Development Engineer

Staffordshire and Shropshire Health Informatics Service — Midlands Partnership NHS FT | May 2021 – Aug 2022

- Supported multiple NHS Trusts across an SSHIS-managed estate serving more than 20,000 users and 16,000 endpoints, administering MECM/SCCM, Group Policy, endpoint security and related infrastructure.
- Managed Windows servicing and vulnerability remediation across OS images, patching, BIOS/drivers and third-party applications using MECM task sequences and PowerShell.
- Automated Adobe Creative Cloud patching using PowerShell, MECM, Group Policy, SCORCH and Adobe Remote Update Manager, replacing repetitive manual maintenance with scheduled centralised deployment.
- Led the migration of the MECM platform onto highly available infrastructure with SQL clustering and Microsoft Intune co-management, coordinating support from the Network and Systems team and contributing directly to the configuration.

Support Engineer – Education Technologies

Entrust Support Services Limited — Stafford, UK | Mar 2019 – May 2021

- Progressed from service-desk support into project delivery and became an internal SME for Apple deployments using Apple School Manager, Apple Configurator, ADE and Lightspeed MDM, including implementations of approximately 100 iPads.
- Standardised and documented the Apple deployment process for repeatable delivery and knowledge transfer.
- Progressed to lead engineer for VMware, Active Directory, Group Policy and Windows infrastructure deployments, reducing typical implementation time from about five days to 2.5 days.
- Mentored junior engineers and assisted with troubleshooting difficult deployments.

Support Engineer

Ctalk — Stafford, UK | Oct 2018 – Dec 2018

Short-term application-support role covering customer ticket triage and remote desktop/server troubleshooting for call-centre management software.

IT Administrator

Senior Aerospace Bird Bellows — Congleton, UK | Apr 2016 – Oct 2018

Joined as a Trainee IT Administrator in a four-person internal IT team, building broad endpoint, server, network and virtualisation foundations.

- Delivered an infrastructure refresh incorporating physical-to-virtual server migration, HPE Aruba networking and highly available VMware, alongside domain-controller upgrades.
- Introduced MDT-based Windows provisioning and PDQ Deploy to standardise and centralise endpoint and software deployment.
- Implemented SysAid service and asset management, helping move support towards structured, ITIL-aligned service management.

EARLIER EXPERIENCE

Support Worker | 2010 – 2016. Front-line support experience developing communication, problem-solving and interpersonal skills carried into customer-facing technical roles.

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

Microsoft 365 Certified: Endpoint Administrator Associate | Microsoft Certified: Azure Fundamentals | Microsoft 365 Certified: Fundamentals

ADDITIONAL INFORMATION

Full UK Driving Licence