**Managing Microsoft Teams with Role-Based Admin Groups**

**Introduction:**

Earlier this year, Microsoft released new admin roles for Microsoft Teams. This feature allows Office 365 tenant administrators to limit the scope of actions available to other administrators in the modern Teams and Skype for Business admin center. This Document is intended to go over how to assign these new roles and show what administrative controls are currently available.

As Microsoft Teams continues to evolve in Office 365, it is getting more and more features and enhancements. One feature released this year is role-based access control (RBAC) administrator groups. These groups allow for different levels of access for managing Microsoft Teams, from an all-access admin group to tier 1 or 2 helpdesk-type groups. This document will go over how to assign these groups and what admin features are currently available to them.

**The New Groups**

First what are these new group? There are 4 new groups with different levels of admin rights:

1. **Teams Service Administrator**

Can manage the Microsoft Teams service and all of its features as well as Office 365 groups

1. **Teams Communications Administrator**

Can manage calling and meetings features and policies

1. **Teams Communications Support Engineer**

Can access a user's profile page with call history (with full details of participants) and advanced quality of experience data

1. **Teams Communications Support Specialist**

Can access a user's profile page with anonymized participant data and quality information

\*\*The primary difference between the Support Engineer and the Support Specialist is the Engineer can view full details inside Call Analytics for the users or the participants in their meetings. The Support Specialist can only view the specific user's data inside Call Analytics. This prevents first-tier support from seeing information they may not need to know about for troubleshooting a poor call, such as the participants in an executive meeting.

**How to assign admins to these groups.**

You'll need to be a global administrator in the tenant to assign admin roles. There are two different places to add an admin to these roles.

1. The first is the Office 365 admin center .

Select the user to modify --> On the user's information page, next to Roles select Edit → Choose Customized administrator, -->the Teams admin roles are near the bottom. Select one or more roles you want to add --> click Save.

1. The second place to assign an admin role is in the Microsoft Azure Portal

On the left side, select Azure Active Directory --> Roles and administrators under Manage → view the Teams admin roles on the right → Select the role you want -->, click the “+” sign labeled Add member -->search for the user and select user or users to add,

**Now we will see what’s available in the Microsoft Teams and Skype for Business admin center**

* In Teams Communications Support Specialist, this role will have the fewest options available. The dashboard will allow the support specialist to search for users or view all users to troubleshoot the quality of their calls. But, it will show limited details on the other people the user has called or participated in meetings with, displaying them as INTERNAL or EXTERNAL.
* In Teams Communications Support Engineer. The admin center will initially look the same with only the option to search for users, but he support engineer will be able to view the full call detail record including advanced quality of experience data.
* The Teams Communications Administrator has a few additional menu options. In addition to the call detail and quality data, this admin will be able to manage IP address and location mapping information as well as settings related to meetings. These include the management of conference bridges, meeting policies and settings, and live events policies. Missing right now are settings related to managing voice, such as assigning phone numbers to users, managing calling policies, and emergency locations options. You still need to manage these in the legacy Skype for Business admin center, but check back on a regular basis because they will be available in the future.
* Teams Service Administrator. This administrator role can manage and modify all aspects of Microsoft Teams. These include creating and configuring teams, Office 365 groups, devices, meetings and messaging policies, and organization-wide settings, such as external and guest access and upgrade options.

**Conclusion:**

The way I think about these roles is from an Active Directory Standpoint wehre you have a forest with multiple domains within that forest. These roles are like domain administrator or delegated administrator roles within those domains where they only have rights to their own realm and can’t cross over.

These Teams-specific admin roles do not grant permissions to other Skype for Business portals, such as the legacy Skype for Business admin center or the Call Quality Dashboard. When logging into the new modern admin center as both a Teams Service Administrator and a Skype for Business administrator, these additional menu options are available. While Teams and Skype may be similar, giving access to one doesn't necessarily means to access to the other. If you are a current Skype for Business administrator in your tenant, make sure you request an additional Teams admin role(s). The current Teams and Skype admin center is still missing some core voice management features, like the ability to provision new phone numbers, create dial plans, and manage emergency locations. If/When new options become available later, it would be good idea to review what access each role has to determine whether to modify group memberships.