Job Description

Systems Engineer - ITO

Responsibilities

System Design and Implementation:

- Deploy, configure, and maintain Windows Server operating systems.
- Manage and administer hybrid Exchange server infrastructure.
- Manage user accounts, permissions, and access controls in on-premises environment and within M365.
- Administer Microsoft 365 services, including SharePoint Online, Teams, OneDrive, and other related workloads.
- Monitor system performance, troubleshoot issues, optimize resource utilization, and perform necessary upgrades and patches.
- Collaborate with other IT teams to plan, deploy, and maintain Windows-based applications, services, and updates.
- Evaluate and select appropriate hardware, software, and networking technologies to meet organizational needs.
- Develop and document system architecture, configurations, and deployment procedures.
- Install, configure, and maintain windows servers, operating systems.
- Ensure system and data integrity through regular audits, monitoring, and security measures.
- Implement data backup and recovery strategies to ensure business continuity.
- Collaborate with clients to understand their need, provide technical guidance and assist them in implementing the solution.
- Document system configurations, procedures, and troubleshooting steps for knowledge sharing and future reference.
- Stay updated on emerging technologies, trends, and best practices related to infrastructure systems engineering.
- Identify opportunities for process improvement, automation, and efficiency gains in infrastructure management.
- Provide timely and responsive technical expertise both within and to clients, which may include rotational on-call support and off-hours system maintenance

Qualifications and Skills:

- Bachelor's degree in computer science, Information Technology, or a related field.
- Proven experience as a system administrator, specifically with Microsoft technologies.
- Strong knowledge and experience with Windows Server administration, including Active Directory, Group Policy, and file/print services.
- Proficiency in managing Exchange 2010/2016 Server and Exchange Online environments, including mail flow, mailbox management, and security.
- Experience with M365 administration, including SharePoint Online, Teams, and OneDrive.

- Strong knowledge of server hardware, operating systems, and virtualization technologies (e.g., VMware, Hyper-V).
- Proficiency in network administration, including LAN/WAN, TCP/IP, routing, and VPN technologies.
- Familiarity with storage technologies (e.g., SAN, NAS) and backup/recovery solutions.
- Working knowledge of cloud computing platforms (e.g., AWS, Azure)
- Solid understanding of cybersecurity principles and best practices.
- Strong analytical and problem-solving skills.
- Excellent communication and collaboration abilities.
- Ability to work independently and manage multiple priorities effectively.