



Enterprise Workspace Email Services Engineer

Johannesburg (Hybrid)

Do you understand Messaging and want to lead the way?

As a senior Messaging engineer for one of our Enterprise customers, you will participate in all aspects of support, operations, and engineering of Hybrid Exchange deployment, MS Teams and MailMarshal.

As a member of a team, you will take responsibility for diagnosing and remediating technical problems, working with other support teams on identifying issues, automating day-to-day tasks and improving system resilience. The goal being leadership and driving the following objectives:

- Manage and maintain the overall Exchange Hybrid infrastructure across multiple forests.
- Manage and maintain Microsoft Teams.
- Manage and maintain MailMarshal (Little Experience Required).
- Implementing new technologies that enhances the environment.

Responsibilities:

- **Subject matter expert.** Applying up-to-date knowledge in subject area to meet deadlines and compliment the team's knowledge pool.
- **Process Orientated.** Following procedures and policies, and applying data and resources to support projects or initiatives
- **Leadership.** Collaborating with others, often cross-functionally, to solve business problems
 - Driving the completion of tasks, reaching deadlines, and living up to expectations
 - Communicating progress and information.
- **Self-Development.** Pursue self-development and chasing certifications
- **Communication.** Build relationships with others by sharing information, and knowledge with co-workers and business entities, listening and responding to challenges. Keep the leadership informed.
- **Documentation.** Creation of low-level and high-level design documentation as well as keeping existing documents up to date.

Required qualifications and experience

- Matric
- Minimum 5+ years IT working experience

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Woodlands Office Park,
Woodmead, Johannesburg, 1291
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Exco Members: Orrin Klopper (CEO), Brian Cooper (Group MD), Henry Swanepoel (CFO), Louis de Klerk (CIO), Eugene Perumal (MD – Netsurit SA), John Iaccarino (MD – Netsurit NJ), Andrew Cohen (MD – Netsurit Automate), Louwki Coetsee (Group VP – Sales & Client Value), Shaun Davis (CSO), Hud Krause (Executive - Professional Services), Nicolas Hocquet (Executive - Managed Services), Barbi Goldblatt (Executive – Cape Town Region), Dewaldt Du Plessis (Account Executive), Sharon-Lee Bloem (Professional Services Manager), Steven Grobler (Director of Technical Services – NY), Riaan Davis (Executive – Technology, Partnerships), Sarika Thakor (HR Manager)

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- Microsoft 365 certification, including any two of the following Microsoft exams: Exam MS-220, MS700, MS100, MS740
- Experience in deploying and supporting hybrid Exchange environments.
- Experience in MS Teams – App Policies, App Deployment, Voice (Peer-to-Peer) troubleshooting
- Exchange Support and Troubleshooting 5+ years
- MS Teams Support and Troubleshooting 4+ years
- Identity Management (AD, Azure AD Connect, Azure AD) 2+ years
- PowerShell scripting (*intermediate to advanced experience*)
- Proficient written and verbal skills

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