TECHNICAL ASSOCIATE JOB DESCRIPTION

Key Duties and Responsibilities

Infrastructure

- Installation, patching and upgrading of physical and virtual servers onsite.
- Configuration & maintenance of physical networks.
- Setup & maintenance of VMs and virtual networks on Azure and any other resources.
- Setup and management of infrastructure at altn8
- Server and server application maintenance and installation, Hardware integration, Windows 2008 server installation and maintenance, LAN and WAN connectivity, Lotus Domino and messaging system, FTP services, Antivirus Protection Corporate edition installation and maintenance
- Overseeing the administration and maintenance of computers, services, peripherals and software
- WAN connectivity and maintenance (internet connection and services)
- Client computer hardware and application installation and configuration, maintenance. Laptops, Desktops, MS Windows XP, MS Office Pro, Lotus Notes and other email clients, Symantec AV and other project software

Servers and Services

- Set up & maintain SharePoint Server, Project Server, SQL Server, Windows Server Roles, Active Directory Domain Services, Exchange Server and Skype for Business.
- Create & manage Office 365 tenants including managing domains, users, active directory sync etc.
- Migration from on premise environments to Office 365.
- Ensuring the operational health of the SharePoint online environment including security, availability, performance, interoperability and reliability
- Administration, support and configuration of MS Office O365 for staff
- Maintenance/sustainment of existing client SharePoint sites and sub sites, lists, libraries, and content (including pages, workflows, and items)
- Maintenance, and sustainment of additional complementary functionality for customer sub sites, lists, libraries, and content
- Administer and support an enterprise-level Microsoft Exchange Online
- Troubleshoot Exchange Online related issues when alerted by monitoring software
- Managing services at altn8

Basic Workflow Development, Troubleshooting and Maintenance

- Developing workflows using Microsoft Power Automate (Microsoft Flow),
- Developing forms using 3rd Party Form Builders (Cognito Forms)
- Develop Business Applications using PowerApps
- Mapping out processes that need to be automated at altn8 and looking at possible ways of automating them.

General IT: End-user support and training for hardware and software

- Training and educating end-users on O365 capabilities and collaboration tools (OneDrive, Skype, OneNote, Outlook etc.)
- Providing end-user support for all PC based hardware, applications and services as it pertains to O365
- New user setup and orientation including installing and configuring workstations, software, mobile devices, etc. as it pertains to O365
- Maintain and provide support for all O365 related technologies
- Provide tier 1 and tier 2 support and troubleshooting for O365 related technologies
- Troubleshoot OS, network and storage related issues as it pertains to O365
- Providing support to users at altn8.

Qualifications

- University Degree in IT
- Experience administering O365, Exchange, Active Directory and SharePoint environment is an added advantage
- Help desk experience and ability to provide technical and end-user support
- General knowledge of networking – IP, DNS, SMTP, VPN