

EXCHANGE EXPERT 2019 – UK REMOTE

Blupace is a world-class IT development company that strives to improve its processes constantly. The company has been in business since 2008 and employs over 160+ people in more than 4 countries. Blupace provides innovative software solutions for businesses of all sizes, with a focus on Web & Mob Applications, e-commerce websites, data & Analytics, Field services and more. We are passionate about developing innovative technology solutions that make a difference. We have the expertise and experience to provide custom-tailored solutions for your business, whatever your field may be. Our team is dedicated to providing you with the best possible service, and we are always looking for new ways to improve our products and services.

Position – Email Support Engineer - Remote

Job Location: London UK

Required experience: 2-3 years

You will be working for EST Timings. (which is in UK timings 1.00 pm to 09.30 pm BST)

Company: Blupace Ltd

Tenure: 1 Year Contractual opportunity (based on performance the contract would be renewed multiple times)

What we're looking for...

The Role

We are looking for a junior platform Engineer, experienced in Microsoft 365 / Exchange Online to provide operational support for a Global Email service.

Responsibilities & Skills

- At least 2-3 years of relevant experience working in large scale email and collaboration technology roles with evidence of experience of on-premise Microsoft Exchange operations at scale and more recent M365 experience.
- Must have experience in supporting Exchange 2019 on-prem/M365 Exchange Online (Hybrid)/AAD Connect.
- Experience with supporting anti-spam filtering, logging, email tracking, and transport rules.
- Understanding of email security standards like SPF/DKIM/DMARC.
- Understanding of EOP, and SMTP email gateways. Experience with Kemp Load balancer and Retarus email gateway is a plus.
- Perform scripting administration tasks and reporting using PowerShell. Develop scripts for automating processes within the environment.
- Manage problem resolution to satisfactory completion by keeping abreast of assigned tickets and following the proper escalation processes via the ticketing system.
- Knowledge of on-prem email server maintenance and scheduled patching process.
- Knowledge and use of ITIL Processes and Service management toolsets such as Service Now.
- Customer and client-focused excellent communication skills.