

Microsoft Exchange Specialist

The MS Exchange Specialist's role will be to manage Microsoft Exchange servers. Responsibilities include setting up user accounts and mailboxes, backup and restore operations and security. The incumbent is to work collectively with a team of server and network engineers to ensure stable operation of Exchange e-mail messaging systems.

You will be responsible for:

- Planning, installing, configuring, supporting, and optimizing Exchange server systems, network connections and communication links.
- Delivering 3rd level support, participating in after hours 24x7 support rotation and ensuring repeatable processes are documented.
- Monitor, document and report on system utilization and capacity.
- Implement changes that will optimize existing hardware and network resources.
- Monitor virus and spam filtering statistics and success rates.
- Resolve escalated email routing, connectivity and filtering support issues.
- Participate in architectural and configuration discussions.
- Document process and procedure for transition to Tier I and II groups.
- Participate in a migration from Exchange 2003 to 2007.
- Monitor backups and perform periodic test restores.
- Other related tasks or duties as assigned or required.

The successful candidate will possess:

- Five years of experience supporting Microsoft Exchange environment.
- Participated in a large scale migration to Exchange 2007.
- Experience working within large and complex technical environments.
- Exceptional customer support skills.
- Skill in working independently.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in working in fast-paced, stressful environments.
- Excellent over-the-phone troubleshooting skills with vendors, clients, and partners.
- Pleasant demeanor and phone skills that include friendliness, enthusiasm, and excellent follow through for support incidents.
- Excellent written, interpersonal and verbal communication skills.
- A team-focused attitude.
- Knowledge of industry best practices related to email routing, filtering, monitoring, storage, backup and disaster recovery is required.

Technical requirements:

- Windows Server 2003 and 2008, Exchange 2003, 2007.
- Active Directory, Blackberry Enterprise Server 4, 5.
- MCSE, MCIPT required.