Job Title: Exchange/Microsoft 365 Administrator
Experience Required: 5–8 Years
Location: Chandigarh
Employment Type: Full-Time

Job Summary

We are seeking an experienced **Exchange, Office 365 & Microsoft 365 Administrator** to design, implement, and manage enterprise-level messaging, collaboration, and cloud productivity solutions. This role demands deep expertise in hybrid environments, advanced troubleshooting, and optimizing Microsoft 365 ecosystems to ensure security, compliance, and seamless user experiences. The ideal candidate will drive innovation in email systems, cloud governance, and digital workplace transformation.

Key Responsibilities

1. **Exchange & Microsoft 365 Infrastructure Management**

   o Administer **Exchange Server (2016/2019)** and **Exchange Online** environments, including mail flow, transport rules, and public folder migrations.

   o Design and manage **hybrid configurations** (Azure AD Connect, AD FS) for seamless on-premises/cloud integration.

   o Optimize **Microsoft 365 tenant configurations**, including SharePoint Online, Teams, OneDrive, and Power Platform.

2. **Security & Compliance**

   o Implement **Microsoft Purview** (formerly Compliance Center) policies for data retention, eDiscovery, and DLP.

   o Configure **Conditional Access**, MFA, and RBAC to enforce Zero Trust security principles.

   o Mitigate threats using **Microsoft Defender for Office 365** (anti-phishing, Safe Links/Attachments).

3. **Migration & Modernization**

   o Lead **Exchange-to-Cloud migrations**, tenant consolidations, and PST ingestion projects.

   o Modernize legacy workflows using **Power Automate**, Teams integration, and Viva Engage.

4. **Monitoring & Troubleshooting**

   o Resolve complex issues related to mail flow (SMTP, connectors), calendar synchronization, and mobile device management (Intune).

o   Analyze logs using **Azure Sentinel**, **EXO PowerShell cmdlets**, and Microsoft 365 Admin Center.

5. **Governance & Automation**

    o   Develop **PowerShell scripts** for bulk user provisioning, license management, and audit reporting.

    o   Establish governance frameworks for Microsoft 365 adoption, including lifecycle management and cost optimization.

6. **Collaboration & Support**

    o   Partner with cross-functional teams (security, network, helpdesk) to resolve escalations and improve SLAs.

    o   Mentor L1/L2 teams and create documentation for recurring issues and best practices.

Required Qualifications

- **Experience:** 5–8 years in **Exchange Server** and **Microsoft 365 administration**, including hybrid environments.

- **Technical Expertise:**

    o   Mastery of Exchange Online, Azure AD, and Microsoft 365 Admin Center.

    o   Proficiency in PowerShell scripting for automation (e.g., Graph API, EXO modules).

    o   Hands-on experience with **mail archiving**, eDiscovery, and compliance tools.

    o   Advanced troubleshooting of mail flow (DNS, SPF, DKIM), shared mailboxes, and public folders.

- **Certifications:**

    o   Microsoft 365 Certified: **Enterprise Administrator Expert (MS-102)**.

    o   Microsoft 365 Certified: **Messaging Administrator Associate (MS-203)** (preferred).

    o   Az-104: **Microsoft Azure Administrator**

- **Education:** Bachelor's degree in Computer Science, IT, or related field.

Preferred Skills

- Experience with **third-party migration tools** (Quest, BitTitan, AvePoint).

- Knowledge of **Microsoft Teams Rooms (MTR)** and telephony systems (Direct Routing).

- Familiarity with **ITIL processes** (incident, problem, change management).

- Exposure to **GDPR**, **HIPAA**, or other regulatory compliance frameworks.

Why Join Us?

- Lead cutting-edge cloud transformation projects for global clients.

- Access to Microsoft certifications, training programs, and Azure/M365 sandbox environments.

- Competitive salary, flexible work options, and a collaborative, growth-focused culture.