

Job Title: Technical Support Engineer L2 (Azure Focus)

Location: Chandigarh, India (On-site)

Shift: Rotational/Night Shifts

Job Summary

We are seeking a highly skilled **Technical Support Engineer L2** with expertise in **Microsoft Azure administration** and enterprise-level infrastructure support. This role is critical for delivering advanced technical solutions, ensuring seamless operations for US/UK clients, and maintaining SLA compliance in a fast-paced MSP environment. The ideal candidate will excel in resolving complex P1/P2 incidents, optimizing hybrid cloud environments, and driving continuous improvement through automation and best practices.

Key Responsibilities

1. Azure & Cloud Infrastructure Management

- Administer **Microsoft Azure** environments, including VM provisioning, Azure AD, resource optimization, and cost management.
- Implement Azure security policies, RBAC, and compliance frameworks (e.g., Azure Policy, Sentinel).
- Manage hybrid environments (Azure + on-premises) with services like Azure Site Recovery, Backup, and ExpressRoute.

2. Windows Server & Active Directory

- Maintain and migrate Windows Server ecosystems (2012–2022), including AD, DNS, DHCP, GPO, and Certificate Authority.
- Automate workflows using **PowerShell** for tasks like user provisioning, log analysis, and patch management.

3. Office 365 & Collaboration Tools

- Administer Exchange Online, SharePoint, Teams, and OneDrive with a focus on security and compliance.
- Resolve complex Outlook/Teams connectivity and performance issues.

4. Backup & Disaster Recovery

- Design and manage **Azure Backup**, Veeam, and other BCDR solutions for on-premises/cloud workloads.

5. Monitoring & Proactive Maintenance

- Utilize **SolarWinds Orion**, ConnectWise Automate, and Azure Monitor to identify/resolve issues pre-emptively.
- Analyze system performance metrics to recommend optimizations.

6. Client & SLA Management

- Own end-to-end ticket resolution in **ConnectWise Manage** while meeting strict SLAs.
 - Collaborate with L1/L3 teams and vendors for escalations and root-cause analysis.
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Required Qualifications

- **Education:** Bachelor's degree in Computer Science, IT, or related field.
 - **Experience:** 3–5 years in **server/cloud support** with 2+ years in **Azure administration**.
 - **Technical Expertise:**
 - Proficiency in Azure IaaS/PaaS, O365, and Windows Server (2012–2022).
 - Advanced troubleshooting of AD, DNS, GPO, and PowerShell scripting.
 - Hands-on experience with Veeam, Hyper-V/VMware, and RMM tools.
 - **Certifications:** Microsoft Certified: Azure Administrator Associate (AZ-104) or MCSE preferred.
 - **Soft Skills:** Exceptional communication (verbal/written) for US/UK client interactions.
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Preferred Qualifications

- MSP or multi-tenant environment experience.
 - Knowledge of Azure DevOps, ARM templates, or Infrastructure-as-Code (IaC).
 - Familiarity with ITIL processes and compliance standards (GDPR, HIPAA).
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Why Join Us?

- Lead critical Azure migration and modernization projects.
 - Collaborative team with cutting-edge tools and certifications support.
 - Competitive salary, relocation assistance for Chandigarh, and growth opportunities.
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Apply Now: Submit your resume to [email] with “Technical Support Engineer L2 – Azure” in the subject line.
