



Senior Technical Specialist

US\$60,000-US\$70,000

EDU365 are a multi-award-winning Microsoft partner, headquartered in the Cayman Islands, focused on providing consultancy and technical solutions to the international education market.

As a senior member of the client-facing consulting teams and the network and application support teams, the STS is a vital conduit, facilitating communication between these project teams. Your days will be complex and varied.

Responsibilities and duties

- Designing technical solutions based on consultation meetings with clients.
- Install, configure & troubleshoot server and desktop operating systems and applications.
- Provide help desk and remote support for clients over the phone, via email and using remote connectivity applications.
- Serve as escalation engineer for critical support issues and work as part of a team to resolve issues either onsite or remotely.
- Provide technical guidance to other members of the support team.
- Perform remote system and administrative tasks.
- Handle administrative duties to maintain good client and vendor relations.
- Assist in the creation and establishment of goals, policies, and procedures.

Qualifications and skills

- Strong skills with Microsoft web technologies with a focus on: Windows Server, IIS and SQL Server Admin.
- Experience in Technology infrastructure, such as Network, Monitoring, Systems, Databases, etc.
- Experience with cloud hosting such as Azure or AWS
- Experience identifying operational issues and recommending and implementing strategies to resolve problems.
- Technical skills should include Azure services and costing, Azure Active Directory, LDAP, AD, Federation Trusts.
- Strong communication skills
- Experience establishing and maintaining relationships with individuals at all levels of the organization, in the business community and with vendors.
- Strong interpersonal skills required to effectively communicate with others
- Experience using time management skills such as prioritising/organising and tracking details and meeting deadlines of multiple projects with varying completion dates
- Experience analysing and reporting data in order to identify issues, trends, or exceptions to drive improvement of results and find solutions.
- Passion for teamwork, continuing education, problem solving and exceptional customer service

Job Requirements

- 10 years or more as a technical consultant with project experience in at least three Microsoft areas (Active Directory, SQL, SharePoint, Server 2012, O365, or Azure)
- Current MCSE Certification in Windows Servers 2012
- Current Cloud based Certification in AWS or Azure
- CCNA and CCNP or HP ASE
- Current VMWare Certification
- Experience working with Education clients would be an advantage



ONLY CAYMANIANS / STATUS HOLDERS / PR WITH RIGHT TO WORK APPLICATIONS NEED APPLY
NOT A WORK PERMIT RENEWAL. Candidates selected for interview will be required to pass technical tests.

Starting salary subject to qualifications and experience: **USD\$60,000 - US\$70,000** plus statutory Pension & Medical benefits. Interested and qualified applicants should submit cover letter, full, detailed resume, copies of relevant qualifications & certificates and two employer references to careers@edu365group.com Please, no phone calls.