



Network and Server Engineer

Job Summary:

The Engineer is responsible for providing advanced technical support and you will be responsible for managing and maintaining our network and server infrastructure. You will collaborate with cross-functional teams and ensure the smooth operation and optimal performance of our network and server environment. You will serve as the escalation point for Desktop/Laptop support and will be involved in troubleshooting, analyzing, and resolving more challenging problems with the help of coordinating with the Vendor/OEM/L3 Team.

Key Responsibilities:

- Monitor network performance, troubleshoot issues, and optimize network configurations to minimize downtime and maximize performance.
- Monitor system logs and alerts, and respond to incidents in a timely manner to minimize service disruptions.
- Monitor server performance, troubleshoot server-related issues, and perform necessary upgrades and patches with help of L3 Team/OEM/Vendor.
- Provide technical support and troubleshooting assistance to end-users regarding network and server-related issues.
- Excellent problem-solving and troubleshooting skills to identify and resolve network and server issues. Need to follow SLA and escalate to the respective team.
- Deploy and manage network security measures, including firewalls, intrusion detection systems, and access control policies with help of L3 Team/OEM/Vendor.
- Implement and maintain local and wide area networks (LANs/WANs) to ensure efficient and secure data communication.
- Ensure network infrastructure documentation, including network diagrams, configurations, and procedures, is up-to-date and accurate.
- Strong knowledge of network protocols, routing, switching, and subnetting.
- Solid understanding of TCP/IP, DNS, DHCP, VPN, SSL, FTP, SFTP, mail services and other network services/ protocols.
- Strong communication and interpersonal skills to effectively collaborate with team members and end-users.
- Administer user accounts, permissions, and access rights on servers and related systems.
- Support the IT team to maintenance of server systems, including installation, configuration, and patch management for network and servers.
- Collaborate with vendors and service providers to resolve issues and implement necessary changes or upgrades.
- Collaborate with cross-functional teams to design, implement, and support network and server infrastructure projects.
- Collaborate with other IT teams to support application deployment, virtualization, and server virtualization technologies.
- Perform routine network and server maintenance tasks, such as backups, upgrades, and security patching with help of L3 team/Vendor/OEM.
- Manage user accounts, licenses, and access permissions in Office 365.



- Troubleshoot and resolve issues related to Office 365 services, including email, collaboration, and document management.
- Strong knowledge of Office 365 services, including Exchange Online, SharePoint Online, OneDrive for Business, and Teams.
- Understanding of email systems, DNS, Active Directory, and network concepts.
- Manage user accounts, groups, and organizational units (OU) within the Active Directory domain.
- Implement and enforce security policies, group policies, and access controls within Active Directory.
- Collaborate with other IT teams to integrate Active Directory with other systems and applications.
- Stay up-to-date with the latest Active Directory trends, technologies, and best practices.
- Provide technical support and guidance to end-users and other IT staff regarding Active Directory-related matters.
- In-depth knowledge of Active Directory replication, authentication mechanisms, and security concepts.
- Troubleshoot and resolve issues related to FTP/SFTP connectivity, authentication, and file transfer failures.
- Collaborate with internal teams and external partners to set up and manage secure file transfer connections.
- Strong understanding of FTP/SFTP protocols, file transfer modes (active/passive), and related concepts.
- Strong understanding of Office 365 applications, including Outlook, SharePoint, OneDrive, and Teams.
- Troubleshoot and resolve issues related to Accops components, such as connectivity, authentication, and application delivery.
- Strong understanding of Accops products, including HyWorks, HyDesk, and HySecure.
- Assist in documenting network and server configurations, procedures, and troubleshooting guides.
- Stay up to date with emerging technologies and industry best practices to continually enhance network and server infrastructure.
- Excellent problem-solving skills and the ability to analyze and resolve complex technical issues.
- Ability to prioritize tasks and work efficiently in a fast-paced environment.
- Flexibility to participate in an on-call rotation and occasional after-hours work.
- Strong communication skills to interact with technical and non-technical stakeholders.

Note: This job description is intended to provide a general overview of the requirements for the Network and Server Engineer position. It is not exhaustive, and additional responsibilities and qualifications may be required based on specific organizational needs.