



## IT Support 【End User, M365, Azure, Sharepoint】

**Flexible Hybrid Work!**

### 募集職種

#### 人材紹介会社

Hire Pundit Japan 株式会社

#### 求人ID

1524012

#### 業種

生命保険・損害保険

#### 会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

#### 外国人の割合

外国人 半数

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

600万円 ~ 800万円

#### 更新日

2025年03月28日 15:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ネイティブ

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

- Administration/configuration/troubleshooting/end user of several Office 365 services. Strong background and exposure on troubleshooting issues on Office 365 services especially in Exchange Online, Email Gateway, Teams, OneDrive, Conditional Access, Intune and SharePoint Online via admin portal and PowerShell scripting.
- Responsible for monitoring, analyzing, and optimizing infrastructure, to best support testing and deployment in continuous integration/continuous delivery environment.
- Contributes and assists with efforts/projects in the deployment, maintenance, and support of current and new data center infrastructure.
- Leads complex troubleshooting and resolve critical or escalated technical issues over a significant population of affected software or equipment.

- Leads and participates in the development of processes and documentation for new areas of work or knowledge.
  - Actively involved in platform automation and orchestration, both from a technical standpoint and a process point of view.
  - Create and Implement Change Requests per Business requirement and incident/problem resolution.
  - Management and administration of email gateway (Exchange Online Protection)
  - Troubleshoot issues (e.g. mail flow/ SMTP message delivery, call drop/quality issue, Intune BYOD issues) under SLA
  - Provides Global IT support; design, implementation, configuration, administration, maintenance, monitoring and troubleshooting of Messaging Infrastructure (Hybrid Exchange), Microsoft 365, Cisco ESA/SMA (IronPort) Email Gateways, Active Directory, Azure AD Connect, AD FS
  - Creates documentations and KB articles that would improve handling of ticket.
  - Provides mentorship to colleagues as deemed necessary.
  - Monitoring and resolving issues related to Exchange mailboxes, message tracking, and transport logs.
  - Deploying and configuring Exchange Online Protection/Security/Compliance Policies for inbound and outbound email protection.
  - Managing and monitoring email infrastructure for high availability and optimal performance.
  - Working closely with other IT teams to troubleshoot and resolve issues related to any Office 365 services and collaboration tools.
  - Performing system administration, security, and maintenance duties as required.
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## スキル・資格

### Primary Skills

- Have good English/Japanese communication skills.
- Experience of Azure AD, O365 tools (Exchange, Teams, SharePoint, OneDrive, Yammer etc.)
- Role based access control and Intune subscription management.
- Creating and managing teams' policies, reading CQD logs and checking team status.

### INTERNAL

- Should have a good understanding on how to manage SharePoint Online environment including site permissions, storage management and audit logs.
  - Implementing Intune MDM, MAM components and conditional access policies.
  - License and user management in office 365 as well as Azure logs Intune endpoint management experience on physical devices with SCCM or Intune
  - Should be able to create policies for App protection at least on mobile devices.
  - Proficient in PowerShell scripting for all o365 modules.
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## 会社説明