**Technical Competencies – System expert – E-Mail Service-PRO-002572**

**Applicant Name:**

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| **N** | **Technology** | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.** | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Engineering and design experience |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Excellent knowledge and well-proven working experience administering and engineering  heterogeneous messaging environments and operating systems and, in special, administering and designing the Microsoft Exchange environment in large (>10K users) and complex setups  (SMTP routing). |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven and extensive working experience in High Availability for Exchange, Disaster Recovery and PowerShell scripting, as well as with active sync connected mobile devices and Unified Messaging systems based on Cisco or Microsoft. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven and extensive working experience designing and maintaining email security, encryption methods and TLS for messaging environments based on security devices from Cisco, McAfee or Sophos. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Very good command of English, with proven drafting ability using MS Office and experience operating mission-critical IT infrastructure environments in an international environment. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good understanding and relevant experience working with ITIL processes, particularly change, incident and problem management, writing technical procedures and design documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Support during lifecycle of technical services (messaging and unified communication services), in specifications, integration, test, acceptance and deployment stages, focusing on aspects related to system and application integration with messaging services: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | evaluate and execute changes and service requests according to provided operating procedures while maintaining agreed service levels and deadlines; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | contribute to the deployment of services in production by advising on the production impact of planned changes, assisting Data Centre Operations in the roll-out and post implementation; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | deploy and configure systems and environments, to integrate services according to the system design and security policies; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | review technical documentation related to system integration; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | ensure necessary resource requirements are understood and timely communicated to respective reporting lines; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | liaise with technical teams for the acceptance and handover of services in production; |  |  |  | 1,2,3,4,5,6,7,8 |
|  | support end-users during pilot phase for introduction of new services. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Messaging platform support on virtual and physical environments for installation, administration and troubleshooting; including central management, monitoring, identifying and need for and performing preventive or remedial maintenance. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proactively identify and communicate improvements to services, technologies, processes and documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Plan, prepare and document maintenance activities (such as software upgrades and hardware firmware). |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide knowledge transfer to other colleagues in the Data Centre section. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Evaluating and executing changes and service requests according to provided operating procedures while maintaining agreed service levels and deadlines. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience in the e-mail integration with BES and IOS devices will be considered a very valuable asset. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good analytical problem-solving skills |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be results-oriented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be service-oriented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be able to manages multiple assignments and track progress on numerous processes simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Show commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Use diplomacy and tact when dealing with users and colleagues |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Use simple/clear words to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Show strong interpersonal skills, self-motivation and the ability to work in a team |  |  |  | 1,2,3,4,5,6,7,8 |