

Title: OCTO - Email System Support-2
Region: District of Columbia

Req ID: 588787

Details**Requisition Details**

Req. Class: GRPSV1 : 1-Entry
Region: District of Columbia

Title: OCTO - Email System Support-2

Req. Status: Open

No. of Openings: 1
No. Filled: 0

Start Date: 04/01/2019

No New Submittals After: 03/19/2019

Worksite Address: 200 I Street SE Washington, .

Agency Interview Type: In Person

Advanced Technical Screening Required?: No

Existing Incumbent Resource?: No

Hours/Units per day: 8

Days per week: 5

Requisition Description

Engagement Type: Contract

Short Description: Seeking a highly skilled & motivated Systems Administrator to support Office 365 adoption & provide support to end-users on Office 365 services. This position will provide training and support of all Office 365 and Exchange Online client related issues.

Complete Description: OCTO is seeking a highly skilled and motivated Systems Administrator to support Office 365 adoption and provide support to end-users on all Office 365 services. This position will provide training and support of all Office 365 and Exchange Online client related issues. The Systems Administrator support end-user on all aspects of Office 365 collaboration tools with emphases on new Office 365 Pro Plus. The Systems Administrator will also help support the on-premises Exchange server infrastructure. The systems administrator will assist with conducting email migrations, bulk activations, email migrations, and google apps platform. Detailed Responsibilities Include: • Configuration, Administration and Support of Microsoft Office 365 Pro Plus clients • Support and train end-users in individual Office 365 Pro plus applications, such as Outlook, OneDrive, Skype for Business and other Office 365 web based services • Train and educate end-users on new O365 capabilities and collaboration tools • Provide user training for OneDrive for Business integration and sync • Provide troubleshooting for email related issues • Provide expert-level customer service and client-facing expertise in area of Office 365 and Email Support • Assist with troubleshooting email routing issues [delivery issues, incorrect SPAM scoring, etc...] • Assist with troubleshooting email access issues [Outlook client for Windows, macOS, iOS, Android] as well as native mail clients for iOS and Android • Assist with troubleshooting MDM activation issues • Assist with creation of Shared and Resource Mailboxes • Assist with troubleshooting Office 365 access issues • Report writing and process and procedure documentation • Other duties as required
Minimum Education/Certification Requirements: -Associates or higher or equivalent experience

Client Information

Work Location:	OCTO - 200 I Street, SE Washington DC 20003	Cost Center:	OCTO - Office of the Chief Technology Officer
		Project:	

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
Working knowledge of Office 365, Active Directory, Azure Active Directory	Required	5	Years
Working knowledge of Exchange 2013, 2016, Exchange Online and Exchange Hybrid Deployments	Required	4	Years
Experience troubleshooting Microsoft Office suite and account creation in AD	Required	4	Years
Experience with managing Exchange and Active Directory permissions for user mailboxes, shared mailboxes, resource mailboxes and public folders	Required	4	Years
Extensive experience with supporting MS Office suite 2010, 2013 and 2016 as well as Windows 7, 8, 10	Required	4	Years
Troubleshooting Outlook client connectivity issues	Required	4	Years
Troubleshooting email delivery and email routing issues	Required	4	Years
Expert-level customer service and client-facing expertise with Office 365	Required	2	Years
Experience supporting and training end-users on Outlook 2010, 2013 and 2016 and configure it for new O365 service	Required	4	Years
Expert knowledge in Outlook 2013, 2013, OneDrive, Skype for Business and O365 on-line services	Required	4	Years

Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.
Question 3	There are no reimbursable expenses. Do you accept this requirement?
Question 4	This position is designated to require enhanced suitability by the District of Columbia. Any candidate must get FBI fingerprint background check prior to starting. The candidate must be able to start within 21 days of engagement request. Do you accept this requirement?
