

A photograph of three people (two women and one man) sitting at a table in a cafe, looking at a laptop. The man is on the left, wearing glasses and a dark shirt. The woman in the middle has blonde hair and is smiling. The woman on the right has long dark hair and is wearing a hat. There are coffee cups on the table. The background is a bright window with a view of trees.

Webhelp

**THE HUMAN
EXPERIENCE
COMPANY**



A white, cloud-like shape with three rounded lobes, centered on the page.

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SUMMARY

1 SYSTEM ENGINEER – AZURE EXPERT 5

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Job description

System engineer – Azure Expert



1 System engineer – Azure Expert

1.1 Job Title:

- System engineer

1.2 Attachment:

The System Engineer reports hierarchically and functionally to the System Expert Support Manager.

1.3 Job description

Being part of the system team within the Shared services center, the System engineer is responsible for:

- Ensure daily operations (change requests, incidents, service requests, ...).
- Manage technical evolutions (linked to customer requests or internal needs).
- Install and upgrade the hardware and software assets of the System equipment.
- Anticipate and troubleshoot incidents and malfunctions to determine corrective actions.
- Coordinate the different operations to facilitate the resolution of incidents and problems
- Advising and assisting clients.
- Update technical and follow-up documentation.
- Edit and share minutes (incident, intervention, meeting...).

As part of his mission, the systems engineer will be led to:

- Ensure on-call service from 8H PM to 8H AM during the working days and the weekend all day long.
- Participate on business trip to Webhelp premises or those of its partners or customers.

1.4 Technical competencies:

The System Engineer (Azure Expert) should have approved competencies on the below technologies:

- Cloud Azure :
 - Configuration, management and automation of the Azure environment
 - Advanced expertise in the management of subscriptions, resource groups, and resources
 - Approved hand in the management of Data platforms (Data Factory, ADLS, KeyVault ,...)
 - Advanced Knowledge on the RBAC strategies
 - Tag Management
 - Cost Management
 - Approved experience on WVD (Windows Virtual Desktop)
 - Configuration of VPN in Azure
 - Scripting on Azure: Terraform, PowerShell, Json
- Microsoft technology:
 - Operating system for client device : Windows 7, Windows 10 (MaC OS and linux are a plus)
 - Server operating System: Windows Server 2008, Windows Server 2012, Windows Server 2016, Windows Server 2019
 - Active Directory
 - DHCP, DNS, Filer
 - O365: Exchange online, MS Teams, Skype for Business, OneDrive, SharePoint,...
- Virtualization: VMware
- Backup solution
- Antivirus solution
- Monitoring: PRTG



- Hyperconverged storage
- ITIL v4

1.5 Training:

The system engineer should have :

- A master's degree in computer science
- Fluent English (French is a plus)
- Certification are highly appreciated

1.6 Attitude:

- Team Spirit
- Communication
- Reactivity
- Engagement
- Availability
- Customer focused

1.7 Nice to have:

- Good knowledge on:
 - Network TCP/IP et IP Plan
 - Security solution: Firewall, IDS, IPS, DMZ
 - Telephony: Avaya
 - Project Management

Interested candidates please share your CV to salmaan.shaikh@za.webhelp.com



