

Senior Office 365 & Technical Support Engineer

Location: full-time position in Manila, Philippines

Start Date: June 1, 2019 or by agreement

If you are interested in starting a career in a global company, please click [here](#) to submit your application!

About RepRisk

Learn more at www.reprisk.com and follow on Twitter: www.twitter.com/reprisk.

RepRisk is a global leader and pioneer in data science, specializing in premium ESG and business conduct risk research and quantitative solutions. Since 2006, RepRisk has been leveraging artificial intelligence and curated human analysis to translate big data into actionable business intelligence and risk metrics. With daily-updated data synthesized in 20 languages using a rules-based methodology, RepRisk systematically flags and monitors material ESG risks and violations of international standards that can have reputational, compliance, and financial impacts on a company. Our flagship product, the RepRisk Platform, is the world's largest database of its kind, consisting of 120k+ public and private companies and 30k+ projects of all sizes, in every sector and market. Leading organizations around the world rely on RepRisk as their key due diligence solution to prevent and mitigate ESG and business conduct risks related to their operations, business relationships, and investments.

Job Description

As Senior MS Office365 Support Engineer, you will manage the setup and use of all apps of Microsoft Office 365 suite within RepRisk globally, as well as provide infrastructure and technical support locally to RepRisk Manila team and remotely to RepRisk staff in other locations. Office 365 support will include setting up and onboarding new users, user training and trouble-shooting, documenting, maintaining and enforcing related policies, in particular for SharePoint, Teams, OneDrive, and Skype for Business, as well as for productivity app Word, Excel, PowerPoint, and Outlook. You will play a key role in maintaining and evolving digital data management and IT security policies and practices, using Microsoft's admin center, Exchange admin center, Security & Compliance center, including ownership of the Office 365 Secure Score.

You will benefit from working with an experienced IT team in several locations that will offer support and the scope to greatly enhance your technical skills and knowledge. We want to find someone who is keen to contribute ideas and who loves implementing clean and workable solutions to problems.

Responsibilities

Global

- Maintaining and enforcing policies related to Office 365, data management, and IT security
- Onboarding of new users and account administration, access and permissions management
- Supporting and trouble-shooting of all staff across four office locations in Manila, Berlin, Zurich, and Toronto, in particular with regards to their use of office apps and collaboration tools
- Dealing with user and security alerts, monitoring and coming up with improvement initiatives for endpoint security and Office 365 Secure Score
- Tracking and evaluating new features and managing subscription models for Office 365 and Microsoft 365

Local (Manila office)

- Provide onsite support and maintenance for PC desktop systems software/hardware and network infrastructure in RepRisk Manila office
- Inventory and asset accountability documentation and processing of hardware used by Manila office
- Vendor management of ISPs, hardware and software requirements for Manila office

Candidate Profile

You love Office 365 for both Windows 10 and MacOS 10 and have several years of experience in managing and supporting the corresponding productivity and collaboration apps and tools. You are passionate about IT security and about achieving it without compromising user productivity. You have the willingness to learn and explore new technologies to drive the success and growth of RepRisk.

You are results-driven and maintain a pragmatic outlook without compromising quality. Proficiency in all areas of IT support, Office 365, and Windows 10 and the ability to cope with an agile environment should be among your established skills. The position requires strong self-management, the ability to deliver on agreed-upon tasks, and to manage expectations even when under pressure. You must be fluent in English.

Experience and Education

- Profound know-how in all aspects of **Microsoft Office 365 and Windows 10**
- Expert experience (+5 years) in **IT office support** and ticketing system; experience in IT infrastructure management and IT security preferred
- University degree in Information Technology, Computer Science or equivalent qualifications
- Full fluency in **English, oral and written**

Personal Attributes

- You are extremely reliable and thrive in taking ownership for the company-wide productivity and collaboration suite
- You set high personal standards for performance
- You are self-motivated and can adapt quickly
- You drive for results and deliver on agreements, bringing tasks to a successful conclusion
- You are curious in discovering and evaluating new features and best practices in Office 365, data management and IT security, and are capable to coordinate their implementation

What we offer

- Being part of a growing, experienced team that will offer support and the opportunity to enhance your technical skills and knowledge
- Entrepreneurial and dynamic work environment with a young and motivated international team within an established company setting
- A long-term employment opportunity at a growing global company
- Flexible working hours
- Opportunity to make a significant contribution to the field of sustainability

Please click [here](#) to submit your application.

In case you have any questions, our Senior HR Coordinator is more than happy to help you: Contact: Jean Orillos, Senior HR Coordinator, +63 2 551 7456. Email: contact.manila@reprisk.com (no applications please).