



INDIAN INSTITUTE OF MANAGEMENT AHMEDABAD

Requires

Mail Administrator – Computer Centre

Indian Institute of Management Ahmedabad (IIMA) is one of the premier educational institutes of the world providing post graduate programmes in management. IIMA's Computer Centre is looking for a young and dynamic Mail Administrator. The job description is as below:

Job Description:

- Administers and maintains the organization's email system i.e. Google mail, Google Apps and G suite.
- Creates user, group accounts and maintains security levels on databases.
- Provides end-to-end support and troubleshoots all email related issues. If require escalate the issue to Google support and track it till closure.
- Provides recommendations and plans for improvements to e-mail security and handle email related data security concerns like phishing scams, malware attachments, spam mails etc.
- Maintain & document internal policies or develop training for end-users for keeping their mail secure like password size, regular password change etc.
- Expertise in multiple email client software's and its features like - Thunderbird, Outlook.
- Proactively monitoring and remediating potential issues with invalid blacklisting issues.
- Proactive monitoring and troubleshooting email deliverability issues and concerns, including remediating emails incorrectly flagged as spam by recipient systems.
- Proactive monitoring and troubleshooting mail log data.
- Email-related DNS best-practice considerations such as MX, SPF, DMARC, and DKIM records.
- Ability to take initiative and work alone, as well as work with other members of our IT team.
- Strong communication and customer service/support skills, including writing appropriate documentation for both non-technical end-users and technical IT team members.
- Need to provide after office hours/weekend support whenever required.
- Extend support to desktop engineers as and when required for any technical issue.

Qualification, Experience & Skill Requirements:

- The candidate should be minimum graduate (full time) with minimum second class from any recognized university.
- The candidate should have minimum three years of relevant experience.
- The candidate having experience in Google Apps and G suite will be preferred.
- The candidate should have excellent communication skills (both written & verbal) and interpersonal skills and multi-tasking abilities.
- The candidate should have knowledge of MS-Office and other computer-related tasks.
- In case of suitable and deserving candidates having considerably good relevant experience, educational qualification criteria may be relaxed provided all other qualities like communication skill etc. are also good.

Working: Monday to Saturday.

Age: Max. 35 years as on the last date of application. Government of India instructions on reservation will be followed.

Salary & Allowances:

Selected candidate will be offered a fixed term appointment initially for a period of three years on a consolidated monthly salary on CTC mode. The contract may be extended further as per the mutual convenience. During the contract period or after the successful completion of the contract, if the candidate performs very well and Institute is in need of such position, Institute may confirm the candidate in a suitable pay scale with or without further probation.

Interested candidates are advised to **APPLY ONLINE** latest by **January 30, 2019**.

[**Click here to Apply**](#)