IT Specialist /Application Manager

Position: IT Specialist

Location: IT Solutions hub 2010, B17 Islamabad

Employment Type: Full-Time

Experience Required: Min 3 Years

Job Summary:

We are looking for an experienced **IT Administrator** to manage and maintain our IT infrastructure, ensuring smooth operations across networking, servers, security, and technical support. The ideal candidate should have hands-on experience in **Windows Server 2022**, **Active Directory**, **Microsoft Exchange Online**, **Apache Web Server**, and **local file-sharing systems**, among other IT responsibilities.
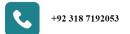

Key Responsibilities:

1. Server Management & Administration

- Maintain and optimize **Windows Server 2022**, ensuring **high availability and security**.

- Configure and manage **Active Directory (AD DS)**, including **user roles, group policies (GPOs), and authentication protocols**.

- Monitor and maintain **server health, logs, and backups**.

- Manage **IIS for file sharing** and ensure secure access for internal users.

2. Network Setup & Security

- Administer **network devices (routers, switches, firewalls, VLANs, and VPNs)** to ensure secure and stable connectivity.

- Assign **static IPs** to critical devices and implement **IP filtering**.

- Troubleshoot network connectivity issues and **monitor traffic** for security threats.

- Implement **firewall rules and intrusion detection systems** to protect company data.

3. Web Hosting & Management

- Configure and maintain **Apache HTTP Server** to host **React.js-based websites**.

- Ensure **SSL certificates** are properly installed and renewed for secure web traffic.

- Manage **AWStats** for website analytics and performance monitoring.

- Implement **DNS and domain configurations** for hosted websites.

4. Email Administration (Microsoft Exchange Online)

- Configure and manage **Microsoft Exchange Online** and integrate with **Microsoft 365**.

- Set up and maintain **MX, SPF, DKIM, and DMARC records** for secure email communication.

- Monitor **email security**, apply **anti-spam and phishing filters**, and ensure compliance with **Data Loss Prevention (DLP) policies**.

- Assist employees with **email troubleshooting** and **Outlook configurations**.

5. Local File Sharing & Backup Solutions

- Set up and maintain **local file-sharing systems on a Windows 11 storage server**.

- Configure **user access permissions** for shared folders and implement security measures.

- Ensure **automated and manual backup strategies** for emails, server configurations, websites, and databases.

6. Employee Monitoring & IT Policies

- Deploy and manage **Net Monitor for Employees Pro** for monitoring and restricting unauthorized activities.

- Implement **website blocking, USB device restrictions, and application usage policies**.

- Generate **employee productivity reports** and ensure compliance with IT security policies.

7. IT Support & Troubleshooting

- Provide **hardware and software support** for employee workstations, printers, and networking devices.

- Manage **user accounts and permissions** within the company's IT infrastructure.

- Document and resolve IT issues through **ticketing systems (e.g., Jira, Trello)**.

8. IT Procurement & Asset Management

- Track, update, and procure **IT hardware/software licenses**.

- Maintain an inventory of **servers, networking devices, computers, and peripherals**.

- Work with vendors for **hardware upgrades and support services**.

9. IT Automation & AI/Cloud Setup (Bonus Skills)

- Assist in **cloud-based AI solutions** for **inventory management and sales forecasting**.

- Configure and manage **Flask-based dashboards and AI tools** for logistics data analysis.

Required Skills & Qualifications:

✅ **2-3 years of experience** in IT administration, networking, and system management.
✅ Hands-on experience with **Windows Server 2022**, **Active Directory**, **Microsoft Exchange Online**, and **file-sharing systems**.

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✅ Strong knowledge of **networking protocols, firewalls, and security best practices**.

✅ Proficiency in **Apache Web Server** and hosting **React.js applications**.

✅ Experience with **email security and spam filtering mechanisms** (SPF, DKIM, DMARC).

✅ Familiarity with **Monitoring Solutions** for activity monitoring and restriction.

✅ Ability to set up and maintain **SMB/local file-sharing solutions**.

✅ Strong troubleshooting skills for **hardware, software, and network issues**.

✅ Excellent documentation skills and ability to train employees on IT policies.

Preferred Skills (Bonus):

➕ Experience with **cloud services (AWS, Azure, or Google Cloud)**.

➕ Knowledge of **inventory management & AI-based forecasting tools**.

➕ Understanding of **Jira, Trello, or other IT ticketing systems**.