

Job title	<i>Analyst – Associate – Technology (IT Support)</i>
Reports to	<i>Vice President - Technology</i>
Role	<i>Permanent</i>
Location	<i>Hyderabad</i>

Company

[Caspian Debt](#) is a specialized debt vehicle registered as a non-banking finance company (NBFC) and backed by reputed investors like SIDBI Venture Capital, Gray Ghost Ventures (USA), FMO (Dutch Govt Development Finance Institution), DFC (USA), and Triodos Investment Management, apart from its promoter Caspian Equity. Over the past decade, Caspian Debt has provided debt finance of about INR 2,500 Crore to more than 200 small and medium corporate entities across several high impact sectors like food & agribusiness, financial inclusion, healthcare, clean energy, education, water & sanitation, etc.

Caspian Debt takes an investment approach to lending. Our loan ticket sizes range between INR 5 lakh – INR 15 Crore. We provide a wide variety of financial products which include term loans, working capital, purchase order finance, bill discounting, receivables finance, revolving limits, venture debt, subordinated debt, guarantees, quasi-equity, etc. Unlike traditional lenders, Caspian Debt does not make lending decisions based on mortgage collateral but instead, depends upon business data and customised product structuring to make loans to high impact companies.

THE CASPIAN CULTURE

Caspian promotes meritocracy and is an equal opportunity employer. You will be an important part of our organization and will have a key role in our continuing success. Working as a team is critically important at Caspian. Our organization is lean and requires efficient solutions, unencumbered by excessive bureaucracy. As a result, we work together to find the most innovative answers, maintaining a very entrepreneurial environment.

We encourage you to visit our website at <https://www.caspiandebt.in/> for more information on the firm.

Job Purpose/ Description

We are actively seeking an experienced IT support professional to join our team. In this role, the individual will be responsible for overseeing IT systems and assets, facilitating upgrades and fixes, and providing essential training and support as required. The ideal candidate will possess an extensive background in computer hardware and software, network maintenance, and a profound understanding of industry trends to ensure our organization remains at the forefront of technology advancements.

Duties & Responsibilities

The selected candidate will play a pivotal role in our Technology team and needs to have experience in below skills/activities:

- Experience in implementing/troubleshooting Microsoft 365 solutions and applications such as Teams, Office, Outlook, Flow, PowerApps, OneDrive, Power BI, and SharePoint.
- Experience With Office365 Exchange Online, Online Spam Filtering, Connectors, Transport Rule, DKIM, DMARC, Auditing, Retention and archival Policies, DLP, Message Trace & Header Analysis, and Public Folder Management.
- Hands-on experience
 - on Configuring and defining advanced threat management, antispam, anti-phishing, and impersonation
 - on OneDrive and other Office 365 suites to configure and administer according to the requirements
 - Configure and control, external sharing, and access with role-based control of the Office 365 suite.
 - Good knowledge of AD Connect, ADFS, AD and Azure AD and tools associated with the administration of Office 365
 - Configure, administer, and create policies to implement and support Information Rights Management for the entire Office 365 suite.
 - On maintaining the compliance posture, reporting, and monitoring

- Office 365 Authentications, SSO, MFA etc.
- Design, development, deployment, and management of complex solutions on Microsoft Azure, Office 365, and Intune Mobility
- Strong knowledge of security threats, vulnerabilities, risk & compliance with respect to Office365, Azure AD, Directory Services and Mobility Services
- Experience in Office 365 Tenant-to-tenant migration
 - File Protection Solutions in Office 365
 - Plan and design network capacity and connectivity through firewalls, and proxy servers for Office 365 workloads

Other key responsibilities as part of the role:

- **Workstation Support (Laptop/Desktop):** Installing, configuring, and providing support for workstation software, hardware, printers, and phones.
- **Software Management:** Implementing software applications and upgrades, addressing performance issues as they arise.
- **Employee Training:** Providing training to employees on software and hardware usage and offering technical support as needed.
- **Systems and Network Management:** Undertaking systems and network design, documentation, implementation, testing, and administration to ensure seamless integration and alignment with business needs.
- **Security Policies:** Developing, implementing, and maintaining security policies and procedures in line with industry best practices.
- **Security Updates:** Regularly reviewing, updating, and upgrading security policies, procedures, and standards to ensure the continued protection of technology assets.
- **Network Monitoring:** Continuously monitoring the network perimeter for potential intrusions and ongoing threats.
- **Vulnerability Scanning:** Performing vulnerability scans to identify software vulnerabilities, followed by appropriate mitigation measures.
- **Data Management:** Executing backup, restore, and archiving operations to safeguard critical data.
- **Access Controls:** Managing network access controls and authentication requirements.
- **Technical Support:** Providing expert-level support, troubleshooting, and guidance to efficiently resolve IT-related issues.
- **Information Security:** Collaborating on the detection, investigation, and defense against information security incidents targeting IT systems and data. This includes monitoring server and firewall logs, analyzing network traffic, implementing, and updating virus scans, and resolving issues.
- **Security Audits and Risk Assessment:** Conduct regular security audits and risk assessments to identify vulnerabilities and proactively address potential threats.
- **Incident Response:** Investigating and managing security incidents, implementing corrective actions, and establishing preventive measures to mitigate future risks.
- **Onboarding and Exit: IT Asset Management:** The candidate will oversee IT asset management during employee onboarding and exit processes. This includes providing and configuring IT assets for new employees, conducting training, and managing the retrieval of assets from departing employees. Data security, accurate asset inventory maintenance, and efficient asset reassignment are key aspects of this role, contributing to a seamless employee transition and resource optimization.

Qualifications

- Minimum two years of experience in Infra IT
- Education: Graduation/ Post Graduation
- Certifications: Infra and Security related Certifications
- Cloud Infrastructure, O365, Azure AD, Antivirus, Firewall configuration

Travel requirements

Moderate

Direct reports

Individual Contributor

Contact Details

Please send your resume to hr@caspiant.in and mention “**Analyst – Associate – Technology (IT Support)**” in the subject line.

Thank you for your interest in Caspian.