



## Windows Subject Matter Expert (Windows SME)

### About Us

Smartedge Technologies Private Limited is a leading provider of managed IT services, helping businesses of all sizes optimize their technology infrastructure. We're a passionate team dedicated to delivering exceptional service and innovative solutions.

### The Role

We are seeking a highly experienced Windows Subject Matter Expert (SME) to join our growing team. In this role, you will be the go-to resource for all things Windows, providing deep technical expertise and strategic guidance to our internal teams and clients. You will play a key role in ensuring the smooth operation, security, and optimization of our clients' Windows environments.

### Responsibilities:

- Provide in-depth technical knowledge and troubleshooting expertise for all aspects of Windows Server and Desktop environments, including Active Directory, Group Policy, Group Policy Objects (GPOs), networking, security, and disaster recovery.
- Design, implement, and manage complex Windows solutions to meet client needs and industry best practices.
- Assist with client onboarding, migration, and ongoing maintenance of Windows environments.
- Proactively identify and resolve Windows-related issues, minimizing downtime and ensuring optimal performance.
- Develop and maintain comprehensive documentation for internal and client use.
- Stay current on the latest Windows technologies and updates, including new releases and security patches.
- Collaborate with other IT professionals, including network engineers and security specialists, to ensure a holistic approach to client solutions.
- Participate in knowledge sharing by mentoring junior staff and delivering internal training sessions.

### Qualifications:

- 11-12 years of experience in a technical support, infrastructure, or systems administration role with a strong focus on Windows Server and Desktop environments (Windows 10/11 Server and Desktop experience required).
- Proven experience in Active Directory design, configuration, management, and troubleshooting.
- In-depth understanding of Group Policy, Group Policy Objects (GPOs), and their application in managing user and computer settings.

- Strong understanding of Windows security best practices, including user account management, permissions, and data encryption.
- Excellent problem-solving and analytical skills with the ability to diagnose and resolve complex Windows issues.
- Exceptional communication and interpersonal skills, with the ability to explain technical concepts to both technical and non-technical audiences.
- Ability to work independently and as part of a team, collaborating effectively with internal and external stakeholders.
- A passion for technology and a strong desire to stay up-to-date with the latest Windows technologies.
- Microsoft certifications (MCSA, MCSE, or equivalent) are a plus.

**Benefits:**

We offer a competitive salary and benefits package, including health insurance, dental insurance, vision insurance, paid time off, and opportunities for professional development. Additionally, you will be joining a dynamic team in a fast-paced environment, where your expertise will be valued and your contributions will make a real difference.

**To Apply**

If you are a highly skilled Windows SME with a passion for technology and a commitment to exceptional service, we encourage you to apply! Please submit your resume and cover letter for a chance to join our team.