

Join our vibrant Team of Engineers, Geeks A Fun-Loving, High-Energy, Fast-Growing Culture

Job Title: Senior Engineer (Onsite Support)

Location: Jacksonville, FL

About iSectra:

iSectra is a leading provider of comprehensive IT solutions, specializing in managed services, cybersecurity, cloud computing, and IT consulting. With a focus on delivering exceptional customer service and innovative technology solutions, iSectra empowers businesses to thrive in today's digital landscape.

Position Overview:

We are seeking a highly skilled and experienced Senior Engineer to join our team in Jacksonville, FL. The Senior Engineer will be responsible for providing onsite support to our customers in the Alexandria area, ensuring that their IT infrastructure operates smoothly and efficiently.

Responsibilities:

- ✓ Provide onsite technical support and troubleshooting for customer IT environments, including servers, workstations, networking equipment, and software applications.
- ✓ Perform hardware and software installations, upgrades, and configurations as needed.
- ✓ Diagnose and resolve technical issues in a timely manner, minimizing downtime and disruption to customer operations.
- ✓ Collaborate with other team members and departments to escalate and resolve complex technical issues as needed.
- ✓ Maintain accurate documentation of customer configurations, procedures, and troubleshooting steps.
- ✓ Proactively identify opportunities for improving customer IT systems and processes, and recommend solutions to enhance efficiency and productivity.
- ✓ Deliver exceptional customer service, ensuring a positive experience for all customers during onsite visits.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field preferred.
- 5+ years of experience in IT support and engineering roles, with a focus on onsite support.
- Strong technical expertise in Microsoft Windows Server, Active Directory, Exchange, Office 365, and networking protocols.
- Experience with virtualization technologies (VMware, Hyper-V) and cloud computing platforms (AWS, Azure) preferred.
- Excellent communication and interpersonal skills, with the ability to effectively interact with customers and colleagues at all levels.

- Proven track record of delivering high-quality technical solutions and services in a fast-paced environment.
- Industry certifications such as MCSE, CCNA, or CompTIA A+ preferred.
- Valid driver's license and reliable transportation required for onsite visits.

Benefits:

- Competitive salary (\$75K to \$100K per annum)
- Comprehensive benefits package including health insurance, dental, and vision coverage
- 401(k) retirement plan with employer matching
- Paid time off and holidays
- Professional development opportunities and certification reimbursement

Join the iSectra team and be part of a dynamic and innovative company that values excellence, teamwork, and customer satisfaction. Apply today to become our next Senior Engineer for onsite support in Alexandria, VA!