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

Job Title: Senior Engineer (Onsite Support)

Location: Greater NY-NJ area

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 the Greater NY-NJ area. 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!