

IT Engineer

IIJ America Inc. New York Office, Los Angeles Office, San Jose Office

Full time/Entry-Mid Level

Required

Qualifications/Skills

- Configures internal-office server, PC, network, telephony hardware, and software for customers.
- Performs on-site installation of server, PC, network, telephony hardware, and software for customers.
- Performs troubleshooting for remote & on-site server, PC, network, telephony hardware, and software for customers.
- Provides supports of server, PC, network, telephony hardware, and software administration to customers.
- Performs installation and troubleshooting at site. (Required business trip.)
- Composes and issues work records and project records of installation and configuration for each customer.
- Reports and archives actual solution and countermeasure of troubleshooting for future reference.
- Reports the status of each project and troubleshooting progress to your team/project leader.
- Performs product research and market trend analysis as requested by your team leader.
- Drafts proposal and/or quotation for customers as requested by your team leader.
- Controls projects, vendors and sub-contractors for delivery and completion of projects on time.

< Technical Qualifications >

Maintain the following latest standards of technologies to provide appropriate IT-solutions to meet the customer's requirement.

- Microsoft, Citrix, VMware and other major software vendor's product.
- Cisco, Fortinet, Palo Alto and other major network vendor's devices.
- Unix/Linux, Windows server operation and maintenance.
- Security software and solutions for servers and PCs.
- Local and Wide Area Network technologies.
- Virtualization and storage technologies.

Benefits

- Medical & Dental & Vision, Basic Life Insurance (Full Time Only)
- Employee 401 (K) Savings Plan
- Paid Holiday, Vacation Day
 - 1st year :8 paid holidays (Depend on starting date)
 - 2 - 5 years :13 paid holidays
 - 6 – 10 years :18 paid holidays
 - 11 – 20 years :23 paid holidays
 - Over 21 years :28 paid holidays
- Sick Leave
- National Holiday Office Close 12days/year
- Online Self Education Program (Udemy)

About IJ America Inc. IJ America Inc. (IJ America) – is a wholly owned subsidiary of Internet Initiative Japan Inc. (IJ, TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers.

IJ America was established in 1996. Since then, IJ America utilizes and embraces the latest internet technologies to design, deliver and manage highly qualified and experienced IT solutions to US enterprises based on various IT related requests.

Ever since its establishment in 1992 as the first Japanese Internet Service Provider, IJ has been taking pioneering steps in the field of Internet technology. IJ has always achieved the highest quality Internet environment in regards of network technology, backbone implementation and operation, NOC facility, services and user support system.

IJ Group has expanded its business portfolio and has provided Internet connectivity services, cloud computing services based on data centers, network systems integration services, and security solutions. We respond to customers' requests for a wide range of ICT solutions with one-stop services.