

Senior Engineer

IIJ America Inc. New York Office, Los Angeles Office

Full time/Mid-Senior Level

Required

Qualifications/Skills

- Analyzes potential client’s needs, market trends & demands. Creates made-to-order services and products for clients with utilizing available Internet related Products, Services and Technologies.
- Implement and upgrade existing and new services & solutions.
- Technical Consultation for customers.
- Technical Project Management for pre-sales and post-sales.
- Controls projects, vendors and sub-contractors for delivery and completion of projects on time.
- Provides installation, analysis and other field services at site.
- Operates, maintains, and troubleshoots Network/Server/IT related systems.
- Customer supports for high technical level issue.
- Troubleshooting of high technical level issue for 24 hours x 7days on-call duty (Not full shift duty).
- Manages existing accounts for all technical issues.
- Leads junior engineers and team members through projects, troubleshooting and implementation.
- Leads team members to achieve objectives established in the Company’s Strategic Plan.
- Scopes customer engagements and build deep relationships with each strategic enterprise account to ensure customer success in building secure IT infrastructure.

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

IIJ America was established in 1996. Since then, IIJ 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, IIJ has been taking pioneering steps in the field of Internet technology. IIJ has always achieved the highest quality Internet environment in regards of network technology, backbone implementation and operation, NOC facility, services and user support system.

IIJ 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.