Project Engineer

Job Summary/Objective

The Project Engineer (PE) provides the highest level of technical expertise within the service delivery department. The role will collaborate with other members of professional services including project managers, solutions architects, and other project engineers.

The PE is responsible for identifying and implementing the technical needs of clients and assessing regulatory applicability and risk to help determine appropriate, compliant solutions to business problems. This role also partners with other delivery areas to implement and support trusted technology, including cloud solutions.

The employee will have a positive attitude and the ability to work with minimal management in a team environment where every member is an important part of the company's success. All employees will adhere to the company's core values and align themselves to the company's vision and mission.

Duties and Responsibilities

- Be a technical team member within the department to implement and support technical solutions as required for client and internal engagements.
- Achieve an 85% billable utilization for overall time including time for active client projects and professional service requests.
- Maintain at least a 90% CSAT score on projects delivered.
- Create, update and maintain client information in our documentation system as changes in their environment occur.
- Provide exceptional customer service and timely technical expertise on projects.
- Will individually track personal metrics on projects hours for actual vs. scheduled and billable time percentage.
- Conduct network discoveries and client onboarding for new managed service clients.
- Identify, propose, design, and deliver proactive and appropriate infrastructure upgrades/projects for managed service clients to enable a more productive, secure and stable environment in line with best in class IT practices.
- Resolve client technical issues with little escalation.
- Adhere to and help improve service delivery procedures and company security protocols.
- Stays current with the newest technologies and actively pursues certifications in line with the service delivery strategy.
- Document and account for all time worked within the ticketing system.
- Participate in the OnCall rotation as a technical resource.
- Perform all other duties as required by your supervisor.
- Travel is required as needed.
- The company reserves the right to add or change duties and responsibilities at any time.

Qualifications

- Demonstrates professionalism, discretion, and good judgment in all interactions with co-workers, clients, and others.
- Takes initiative and can work independently.
- Strong decision-making, detail-oriented and outstanding project management skills.
- Demonstrates excellent time management.

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- Passion for delivering remarkable client experience and success.
- Proven analytical and creative problem-solving abilities.
- Self-motivated, reliable and punctual.
- Ability to multi-task, pivot and adapt to changes quickly.
- Demonstrates excellent verbal and written communication skills.
- Understanding of support tools, techniques, and how technology is used to provide IT services.

Requirements

- Experience in multiple technologies including physical and virtual infrastructure, networking components, and Microsoft environments.
- Minimum 4+ years of experience within relevant IT fields.
- Experience working for a Managed Service Provider (MSP) or IT Service Providers.
- Expertise in configuring and managing of network Infrastructure including firewalls, switches, wireless access points and VPN technologies.
- Expertise in configuring and managing Enterprise Infrastructure including Hyper-V or VMware (ESX/vCenter), Virtual Desktops and other hardware including physical servers and storage appliances.
- Expertise in configuration and support of major Microsoft technologies including Entra ID, Intune, Office365, Azure, SharePoint, Teams and on-premises operating systems.
- Familiarity with MSP tools like Autotask PSA, Datto RMM and BCDR, BrightGauge and Hudu.
- Familiarity with PowerShell and other scripting languages for application deployment, reporting and automation.
- Familiarity with security technologies, risk management and industry frameworks or standards such as CIS, NIST and SOC2 or similar.
- Associate or bachelor's degree, in computer science, information sciences, or related IT field preferred.
- Experience using Legal Technology such as iManage and NetDocuments a plus.
- Experience with virtual desktop, DaaS or Windows PC.
- Current Microsoft Certificates & CISCO Certifications as plus.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this job, the employee is regularly required to sit while using their hands to control a computer or other technologies. The employee is occasionally encouraged to stand, walk, and stretch with hands and arms.