



Field Engineer – East Coast

Location: Remote in East Coast Region

Reports to: VP of Technical Services

Description

Do you have an IT background? Are you looking to change things up? Are you comfortable leading and managing multiple projects from award to completion while maintaining customer satisfaction, quality workmanship, timely feedback, and within budget? Then Igor would love to talk with you!

Responsibilities

- On-site installation, guidance, training, and troubleshooting of client software, third-party network equipment, and device wiring.
- Design and troubleshoot network configurations and architectures, while providing additional detailed documentation.
- Provide tier 2 support for customers and partners by answering and responding to support phone calls, text messages, and emails.
- Test third-party IoT sensors, actuators, and light fixtures for compatibility with client device hardware and software.
- Collaborate and support on- and off-site with third-party vendors and contractors.
- Create and maintain computer operating system images for use with client software.
- Troubleshoot basic Windows PC and server issues.
- Record and document software, network, wiring, and troubleshooting issues when on-site for purposes of process improvement.

Requirements

- Must be willing and eager to travel with little notice at times domestically and potentially abroad for short and extended periods of time (up to 50% of travel is expected).
- Must have a valid passport for international travel.
- Associate degree with an emphasis in electrical, networking, or technology, a related technical discipline, or the equivalent combination of education, professional training or work experience.
- Experience with basic computer network design and IP configuration. Cisco experience desired as well as PoE experience.
- The ability to troubleshoot the windows operating system.
- Strong cause-effect analytical abilities to solve problems.
- Analyze processes, design and implement improvements.
- Ability to learn new products and technologies.
- The ability to work with Software engineers, Electrical engineers, purchasers and other staff to achieve project success and further product development.

- Possess the ability to build strong internal, client and vendor relationships through trust-based partnership, passion, commitment, integrity, and business maturity.
- Stellar written and verbal communication skills, including the ability to tailor conversations based on your audience.
- Promote and demonstrate a positive, team-oriented attitude
- Demonstrate strong ability to embrace and adapt to change, take initiative and showcase curiosity, learn quickly in a fast-paced environment
- Thorough understanding of the Office 365 environment.

Desirable

- Experience with control systems (lighting, HVAC, etc.).
- Experience troubleshooting Windows Server issues.
- Knowledge of construction projects.
- Customer training experience.
- Project management experience.
- Basic DC electrical knowledge.

To Apply

Send your resume to HR@igor-tech.com with the job title in the subject line. Applications will be considered on a rolling basis until the roll is filled.