



Senior Project Engineer

JOB SUMMARY:

This position operates at one of the highest levels of technical expertise within the service delivery department. The Senior Project Engineer 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 partners with other delivery areas to implement and support trusted technology. 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 STS' success. STS employees will always adhere to the company Core Values and align themselves to the STS Way.

DUTIES AND RESPONSIBILITIES:

- 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.
- Provide exceptional, timely technical expertise on projects.
- Update and maintain client information in our documentation system as changes in their environment occur.
- Can individually track personal metrics on projects hours for actual vs. scheduled as well as billable time percentage.
- Continually review and provide recommendations on internal guidelines.
- Participates in our on-call rotation.
- Takes a leadership role within the IT team to mentor, train and guide junior service delivery staff.
- Strong experience in multiple technologies including physical and virtual infrastructure, networking components and Microsoft environments.
- Resolve client technical issues with little or no escalation.
- Adhere to service desk procedures and company security protocols.
- Stays current with the newest technologies and actively pursues certifications in line with the service delivery strategy.
- Travel is required as needed.
- The company reserves the rights to add or change duties and responsibilities at any time.

QUALITIES:

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

EDUCATION/EXPERIENCE:

- Minimum 7+ years of experience within relevant IT fields.
- Associates or Bachelor's degree, in computer science, information sciences, or related field preferred
- Experience using, iManage a plus
- 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

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