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# Example of Advanced Support Engineer Job Description

Our growing company is looking for an advanced support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for advanced support engineer

* Appliance hardware replacements and upgrades, , Battery Backup Units, HBA cards, memory
* Performing Migrations of customer data
* Performing High availability configurations with appliance hardware
* Performing Cloud configurations with appliance hardware
* Performing testing and verification that new hardware is working properly
* Assist Customer with applying firmware updates and engineering binaries to ensure successful updates as needed for scheduled services
* Address any technical issues that may arise during replacements, installs, upgrades, configurations, migrations
* Follow up with Customer post service to confirm the replacement, install or upgrade was successful and the system is fully operational
* Be able to collaborate and coordinate with Project Manager, Field Services Implementation Coordinator, Field Engineer and Customer
* Documenting and uploading evidence in Case Management System

## Qualifications for advanced support engineer

* Experience with network monitoring systems (Netcool, Big Brother), ticketing management systems (Remedy, Jira) and video analysis tools such as Tektronix Sentry, IneoQuest (IQ) iVMS or cVOC a plus
* Experience working with both broadcast and IT technologies
* Experience with automated scheduling software and robotics control software
* Advanced Video Engineer will remotely troubleshoot and resolve video network issue
* Strong monitoring, instrumentation, capacity measurements and performance or issue troubleshooting
* Knowledge of Java application deployment process best practices