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# Example of Client Support Engineer Job Description

Our company is growing rapidly and is hiring for a client support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client support engineer

* Ensure product and system configuration management processes for the design, build, test and commissioning phase of work are developed and implemented within all required businesses
* Develop a database of configuration of field assets in conjunction with suppliers and the client
* Advise and coach level 1 and/or technical consultants on the identification and resolution of issues or system build or configuration performing and documenting this knowledge
* Create customer self-service content, in the form of knowledge base articles, community forum posts
* Identify ways to improve our internal metrics
* Identify gaps in your own skills the Team’s skills and work towards filling in those gaps by actively seeking training in those skill areas or helping my manager to encourage others to seek training in those areas
* Independently track and resolve problems by researching client provided data and working with other internal departments
* Supporting and maintaining the assigned environments
* Requirement to react to incidents sometimes during antisocial hours
* Developing management information reports on key areas, such as service metrics, infrastructure optimisation and risk

## Qualifications for client support engineer

* Lead and support Starz key identified projects including but not limited to technology evaluations, rollouts and upgrades, with a specific focus on Apple workstation environments
* Provide excellent technical and customer service for executives’ IT needs at Starz and Liberty
* Serve as technical escalation point for others on the team
* Respond to incoming requests (e.g., e-mails, dashboard alerts, chat, telephone calls, voicemail, or in person) and accurately identify, diagnose, prioritize, log and dispatch, escalate or resolve the service requests within established SLA standards
* Troubleshoot issues for problem recognition, research, isolation, resolution, and follow up for desktop, mobile, enterprise applications, local/networking printing, e-mail, connectivity, remote access, and hardware issues
* Diagnose current Windows, Apple, Android, telephony and other technology related hardware and software problems by asking accurate and concise questions in a professional and timely manner