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# Example of Client Support Engineer Job Description

Our company is hiring for a client support engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for client support engineer

* Participate in functional and technical meetings, representing support in a SME (Subject Matter Expert) role, from the beginning of the project through the entire life cycle for on-going Product Deliverables
* Provision of After Hours Application Support to company standards including but not limited to use of application workarounds, Sev1 reporting, management/technical escalation and emergency fixes
* Maintain and increase knowledge of the Signature banking applications and complementary products to stay abreast of changes made, future scheduled development and directions, and fuller product knowledge to improve ability to respond to customer questions and issues
* Assume Lead or mentoring role in resolution of reported problems
* Provide an escalation point for any critical and / or After Hours issues
* Build and maintain relationships across tier support layers
* Act as deputy for Client Support Team Leader
* Visit/communicate with clients to discuss possible solutions to Core Product non conformities
* Be a proactive Team player with ability to integrate across global business units
* Ensure compliance with all internal and external audit requirements

## Qualifications for client support engineer

* Soft skills - Incident Management experience, strong communication and global exposure, handle multiple threads and ability to prioritize in high pressure, strong analytical skills, strong team player
* Thorough knowledge of basic and advance linux commands
* Working knowledge of java deployments and runtime envirnoments
* Exposure to web based topologies, networking and database concepts, scripting (shell, perl)
* Hands on release management exposure
* Incident Management experience, strong communication and global exposure