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# Example of Client Support Engineer Job Description

Our company is looking to fill the role of 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

* Development and maintenance of the Future Signalling Systems Client Support Asset Management Control System within area(s) of responsibility
* Development of a programme/project Asset Management Plan (AMP)
* Provide world class customer service while Work with customers, development teams or level 1 support teams to resolve product issues
* Client Support Lead
* Provide front-line support for Houston-based users
* Provide support for all mission critical applications for a variety of users
* Hands-on participation in the day-to-day work of the Client Application Support team
* Support and troubleshoot applications including financial market data applications (Bloomberg, Reuters, and others), third party web-based applications, and Microsoft Office (Outlook, Word, Excel, PowerPoint, Access)
* The candidate must be able to quickly learn details of proprietary applications and troubleshoot effectively when there may be limited documentation or vendor resources
* Perform tier 2-3 support for advanced problems with enterprise applications

## Qualifications for client support engineer

* Capable of working and learning both independently part of a team
* Oral/written communication skills are necessary
* Related qualification/ certification in Computer Science or other relevant courses
* Knowledge in TCP/IP and Networking
* Fluent in Mandarin to liaise with customers based in China/ Hong Kong
* Strong understanding of complex networks consisting of IP, Frame Relay, ATM and Ethernet technologies (EoMPLS like VPLS) with the standard suite of routing protocols (OSPF, BGP and ISIS) and associated CQoS practices