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# Example of Customer Service Engineer Job Description

Our growing company is hiring for a customer service engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer service engineer

* Manage to solve customer inquiry on product related issue
* Provide high quality technical support to Automation customers
* Work closely with the Automation Field and Repair Center team
* Design and present technical presentations to internal group
* Actively participate in service escalation meetings
* Verify clarity, accuracy and quality of technical documentation
* Escalate as appropriate, situations where customer satisfaction is compromised and to ensure contractual obligations are met
* Performs installations, start-ups, maintenances, repairs and updates within his/her area of expertise and assists with other products under supervision
* Communicates and accepts all operative advices from the Customer Care Center (CCC)
* Supports the SERVOR Service processes and ensure optimal performance in all process activities related to within his/her area of responsibility

## Qualifications for customer service engineer

* Primary responsibilities include direct customer contact through phone/email channels
* This entry level position will eventually grow to include responsibilities for providing basic phone support in problem solving and technical support for our customers
* Business analytics or Industrial engineering background
* Applicant must be able to obtain an active US Department of Defense (DoD) security clearance
* Basic PC skills (Word, Excel)
* A bachelor's degree, preferably in an analytical field - Economics, Computer Science, Mathematics, Statistics or Finance