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# Example of Customer Support Engineer Job Description

Our company is growing rapidly and is looking for a customer 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 customer support engineer

* ACS server system KPI monitoring and reporting with AAA reports, providing top authentication failure with reasons
* Handling Config, Incident & problem management for respective product
* We are thought leaders, tech geeks, pop culture aficionados, and we even have a few purple haired rock stars
* Use skills to successfully negotiate and resolve issues which may arise
* Strive to meet published service level objectives, with balanced response times – due diligence and fast response
* Have a basic level of understanding customer systems and configuration requirements, analyse problems, identify defects and recommend solutions
* Inform customers of status updates and providing solution(s) as they become known in a professional timely fashion over the lifetime of the service request
* Set customer expectations appropriately and accurately is paramount
* Communicating and offering advice on the suitability and benefits of different products at all levels
* Phone support for overseas and subsidiary staff

## Qualifications for customer support engineer

* Ability to communicate in English effectively both verbally and in writing required
* Or equivalent level of demonstrated networking knowledge or experience including TCP/IP and Routing Protocols
* In-depth Knowledge of Routing Protocols BGP, MPLS, and OSPF
* 5 + years experience providing technical support for enterprise software solutions OR Linux System Admin
* Knowledge on Database and Data structure, SQL, XML
* Experience of troubleshooting different kinds of APIs, Restful API, SOAP