Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-support-engineer>

# Example of Customer Support Engineer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer support 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 support engineer

* Responsible for parts returns and administrative duties such as maintaining tracking and inventory systems
* Monitor system tracking/error logs daily and bring any problems to attention appropriately
* Able to identify and explore potential impacts of fixes or other remedies
* Communicates clearly with other team members and management
* Able to work with multiple customers and build strong relationships
* Perform Trouble Shooting for customer issues in house and in customers’ network
* Implement SW scripts for troubleshooting, customer data collection and network configuration
* Execute Product Deployment activities and Perform test activities in customer networks
* Perform the agreed periodic and proactive maintenance and operations activities at customer installations
* Act as the first point of contact for issue management at the customer site

## Qualifications for customer support engineer

* Relevant multivendor (HPLC, GC, Spectrophotometer, and other general lab equipment)
* Field service or in-house service experience with a demonstrated ability to manage the service needs of external/internal customers is highly desired
* Operation and/or Service experience with Chromatography and Spectrophotometry is highly desired
* Valid driver's license and ability to travel with overnight stays is required
* Additional service skills on other products (LC) is a strong plus
* Expertise on the GE Biocore product line