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# Example of Customer Support Engineer Job Description

Our company is searching for experienced candidates for the position of customer support engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer support engineer

* Mentor and train less experienced Service Engineers
* Drive continuous improvement programs and projects for both customers and Brooks to resolve issues
* Initiate, evaluate, and document new processes or improvements to existing processes
* Create reports, project plans, training plans, certification matrices and other documentation as required
* May be required to work in a Clean Room environment wearing a full clean room suit according to customer requirements
* Assist in developing AUV product documentation
* Assist in developing AUV specifications
* Assist in validation of AUV payloads and behaviors
* Assist in developing and improving AUV training materials
* Develop and verify customer specifications, conduct operator training, and participate as a company representative during demonstrations and field exercises with existing and potential new customers

## Qualifications for customer support engineer

* Position is field based
* Service sale and Service marketing support, regulatory support (IQOQ, White paper, DMF)
* Experience with LC, Liquid Handlers, Rotovaps, Centrifuges Lyophilizer's, Biologic Instruments, Cell Sorters preferred
* Laboratory or service experience in analytical and/or life science equipment is extremely helpful
* Mastery level knowledge of windows operating system and its components
* Practical experience with Disk Array setup and configuration