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# Example of Customer Support Engineer Job Description

Our company is looking for a customer support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer support engineer

* Coverage of and response to live inbound telephone calls
* Technical troubleshooting, analysis, diagnosis, and resolution of issues
* Issue replication / duplication
* Research into workarounds and solutions
* Documentation of activities and findings in a case tracking tool
* Maintain product knowledge and proficiency
* Knowledge transfer via technical documentation such as Tech Notes, WebEx's, Articles, White Papers, Knowledge Objects
* On rare occasions the position may require travel to receive or to provide training or to visit a customer site for troubleshooting purposes
* Other duties or special projects may be assigned
* Support customer acceptance visits as identified by the Team Leader

## Qualifications for customer support engineer

* Experience interacting with customers/partners or in a client facing role
* Programming skills (Python, Linux, Shell Scripting)
* Troubleshooting experience using wireshark, tcpdump, finisar or other protocol analyzers
* Target attributes
* Experience with web site content selfmanagement tools (e.g., Jive Software)
* Detailed oriented and driven to complete committed assignments on time