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# Example of Engineer Customer Support Job Description

Our company is looking to fill the role of engineer customer support. 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 engineer customer support

* Register customer issues using G&D trouble reports and assist Global Support with problem resolution
* Provide technical expertise and support for customer queries regarding features and use cases of installed hardware and software
* Run regular reports on system performance for customers
* Provide daily reports of site activities to managers
* Pursue customer-initiated issues to closure and provide closure reports
* Understand the agreed set of periodic and reactive activities to be performed at the customer site as per the SLA between G&D and the customer
* Provide professional advice and technical consultation for sales and project management teams
* Travel to customer sites as advised by the reporting manager
* Interface with customers to ensure customer satisfaction with equipment and service levels, participate in customer operational/ status meetings
* Attain Equipment Service and Operation Certification on equipment and systems as defined Submit expected reports, such as Service and Status Reports, on all support activities as defined and expected by your manager

## Qualifications for engineer customer support

* Knowledgeable in multiple OS platforms with expertise in at least one of the following
* Analysing various protocols like HTTP,FTP, Instant messaging services
* Ideally you will come from a good engineering background
* Enjoy working as part of a team, being able to work independently and have a good sense of humour
* You are thoroughly familiar with Microsoft Office package and in-depth Excel and Power point skills are an advantage
* Installed base, spare parts and field modification management