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# Example of Engineer Customer Support Job Description

Our innovative and growing company is hiring for an 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

* Provide input and recommendations for Internal Research And Development (IRAD) priorities and support business growth by researching and responding to customer solicitations
* Provide operator level maintenance and rudimentary hardware tech support for Iver AUV's at customer site
* Ability to travel (US and International) approximately 10-20%
* Understand and manage criticality/severity of customer’s problems prioritizing calls accordingly
* Manage customer expectations by creating action plans and involving other resources
* Maintain a fluid communication with customer during the resolution process
* Fault replication of customer problems when possible
* Provide robust and timely documentation to enable the management of the support delivery business
* Maintain high levels of technical knowledge in products assigned
* Actively participate in Software Support knowledge strategy by using the knowledge databases, generating and/or reviewing knowledge documents

## Qualifications for engineer customer support

* A few years’ experience in warehouse and inventory management, industrial maintenance or spare part services
* The ideal candidate will hold a Bachelor’s degree in chemistry, electronics or a related discipline with 2-3 years of experience
* Understanding of NDMP functionality
* Fluency in soundness disciplines (availability, security, ) and operational disciplines (systems management, change management)
* Desired ability to maintain Liquid Chromatography and LC Mass Spectrometry
* GMP/GLP compliance rigor and attention to detail