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# Example of Engineer Technical Job Description

Our growing company is searching for experienced candidates for the position of engineer technical. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for engineer technical

* Responsible for scoping, diagnosing, reproducing and resolving technical queries in a timely manner while maintaining full ownership and a strong customer first attitude throughout the life-cycle of the query
* Work collaboratively with escalation engineers and colleagues across various teams such as Escalation Management, Field Sales and Support to ensure the optimum technical solution and advice is provided to the customer
* Troubleshoot and engage with the dedicated vSAN engineering team on customer issues including identifying viable workarounds
* Ensure appropriate prioritization and escalation for impacted customer issues to determine the best outcome for the customer and drive a better customer experience with every interaction with the customer
* Mentor and provide training to other team members on enterprise storage topics while continuing to develop own expertise in storage and virtualization technology
* Implement and manage backup solutions including Ahsay, Asigra, DR and LiveVault®
* Share best practices with other team members to enhance the quality and efficiency of support service
* Form part of the Surface Ship Support Team responsible for providing mechanical and electrical engineering support to Sonars
* As a team member, conduct a range of support activities such as Routine Maintenance, Operational Defect Investigations / Repairs, Design Investigations, System Installations, Modifications, Setting-To-Works, Harbours Trials, Sea Trials and Training in various locations within the UK and abroad
* Assist the Support Engineering Team Leader / Support Team with generating, updating, issuing and validating a variety of technical documentation such as Site Reports, Setting-To-Work Procedures, Trials Procedures, Handbooks, Training Material and Bids

## Qualifications for engineer technical

* Able to represent the company as a prime contact on technical projects
* Strong Quality Engineering experience ie
* Requires 3-5 years of experience with technical electrical/ technology systems integration
* Strong IP networking and DSL/WAN knowledge
* Understanding and experience of soft switches
* PBX/IP PBX experience will be viewed favourably