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# Example of Platform Support Engineer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of platform support engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for platform support engineer

* Producing detailed incident reports and technical briefs
* Liaison with other cyber threat analysis entities
* Owning and coordinating support activities for multiple applications across several teams, and coordinating with and mentoring junior members of your team
* Leverages automation and scripting to deploy and manage software systems and web sites
* Provide Remote Technical Support (RTS) for 5620 SAM, 5650 CPAM, 5670 RAM, Network Services Platform and associated network elements
* Have a detailed knowledge of deployment, automation, orchestration, and monitoring tools (e.g Jenkins, Cloud Foundry, AppDynamics)
* Experience in highly available, highly scalable architectures
* Proven track-record in leading technology evaluation and adoption
* Be comfortable working within an agile, multidisciplinary team
* Be a clear communicator, document your work, and share your ideas but also be open to giving and receiving feedback

## Qualifications for platform support engineer

* Write scripts (python/shell) to automate ETL executions
* Resolve and repair standard issues and outages based on your platform knowledge
* Work closely with infrastructure engineers on new display component provisioning and configurations
* Respond with a great sense of urgency to demanding deadlines in a fast-paced environment
* Familiarity with debugging tools/techniques (eg
* Storage hardware – EMC Storage products, NAS, VNX or VMAX