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# Example of Platform Support Engineer Job Description

Our growing company is hiring for a 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

* Ask ‘why’, be inquisitive, and want to solve interesting problems
* Be prepared to challenge the status quo and always be pushing for smarter ways of working
* Configure and install Nokia and third-party networking and test devices for use in a lab environment
* Install and reconfigure Nokia and third-party RN test devices for use in a lab environment
* Monitoring of performance related issues using real time monitoring software (dynaTrace)
* Standard platform responsibilities backup, performance, maintenance, patching
* Support system architecture and system design questions including processor, memory, I/O, power, electrical/mechanical and PCB definition/design
* Assist bring up and debug of systems at partner location
* Coordinating and performing technical training for platform development team in China
* Minimum of 8 years’ experience in Windows technologies

## Qualifications for platform support engineer

* Obtain an understanding key business needs and align the support team accordingly
* Build and maintain performance reports and monitoring dashboards
* Execute proactive support tasks to detect application malfunctions ahead of time and reduce time to solution
* Knowledge in software applications over Microsoft based environments
* Proven record as application support engineer, preferably in a small to medium software development team – (plus)
* Experience with eXtremeScale Object Grid for caching, Cloud (IaaS or PaaS), Manhattan WMOS and AIX and IBM Power hardwarea plus