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# Example of Platform Support Engineer Job Description

Our company is growing rapidly and is hiring for a platform support engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for platform support engineer

* Support & monitor our Data Platform production pipelines and jobs
* Share the on-call rotation with rest of our Data Platform team to ensure smooth running of scheduled jobs
* Build automation and develop internal tools to productize our big data infrastructure in the cloud
* Update and commit to our internal scheduler code-base to improve its functionality and fix bugs
* Maintain a personal queue of ongoing customer issues until resolution and customer interface with R&D and other resources to bring escalated issues to resolution
* Document all customer case details on our support portal (case tracking system)
* After 6 months, have the capability of providing after-hours support and weekend support, if required
* Working closely with technical account managers, Project Managers, partners, customers, and operations on environment build-outs, enhancements, optimizations based on requirements and sizing assessments
* Create and maintain system and process documentation and provide incident & problem management support
* Lead/Drive continuous improvement of policies, procedures and technology related to Access Management to enable risk reduction, business enablement and operational efficiencies

## Qualifications for platform support engineer

* Great verbal and written communication skills to business clients and other EIT teams
* Consistent ability to work evenings and weekends
* Advanced object oriented programming skills (Java strongly preferred)
* Ability to lead a team and provide direction and subject matter experience during a security incident
* Hands-on experience in detection, response, mitigation and reporting of cyber threats
* Experience in computer intrusion analysis