Downloaded from <https://www.velvetjobs.com/job-descriptions/principal-support-engineer>

# Example of Principal Support Engineer Job Description

Our company is growing rapidly and is hiring for a principal 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 principal support engineer

* Resolve any day-to-day user reported issues escalated from lower tiers of support
* Confer with management and development teams to prioritize defects/enhancements, resolve conflicts, choose solutions and/or implement improvements
* Improve applications through various channels, including analysis of existing code, creation of code fixes/enhancements and user-interface improvements
* Develop solutions quickly and with high quality and coordinate with the developers to ensure they are merged with any active development
* Provide expert-level knowledge and own your role, conducting deep dives into potential issues with an eye for identifying, solving and correcting problems to limit Customer impact
* Participate in production releases, working with the developers and QA to determine which issues identified in testing need to be addressed prior to go-live, which will be handled as defects in production and which will be enhancements in future releases
* Participate in operational readiness activities for new services/applications
* Perform other duties as assigned by DevOps management
* Work closely with the technical team and delivery leaders to provide engagements work estimates and drive excellence in functional work
* Ensures that new services are appropriately captured and put in ACS corporate repository

## Qualifications for principal support engineer

* Governance of Central and Depot based Engineering activities to ensure standardisation in line with best practice and to facilitate learning across projects and platforms
* Able to demonstrate an ability to plan and deliver engineering projects
* Strong personal communication and customer service skills previous experience in a customer support environment are essential to this position
* Ability to work in a fast-paced, entrepreneurial high-tech environment expected
* Experience in a technical support organization in a Level 3 role
* Familiarity with Physical verification tools like Calibre DRC/LVS/DFM is desired