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# Example of Principal Support Engineer Job Description

Our innovative and growing company is looking for a principal support engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for principal support engineer

* Serve as first contact for technical support issues and work through the resolution
* Lead escalation response
* Drive elimination of any customer or internal bottlenecks impeding problem resolution
* Develop ongoing relationship with customer and become their advocate
* Provide proactive guidance and encourage adoption and assist in deployment of new product releases
* Manage the status and internal and customer communications of service requests, product requests, defects, customer project plans
* Collaborate with support management to orchestrate support response beyond the DSEs direct capability
* Conduct regular reviews (at least quarterly) of service delivery quality, industry threat assessments and solicit feedback on service delivery and product capabilities and quality
* Manage the logistical aspects of any events, on-sites, or remotely attended customer facing events in order to fulfill Platinum Plus agreement obligations
* Work with the field to develop sales activities

## Qualifications for principal support engineer

* Knowledge of Applications Servers (BEA, IBM, JBoss, Oracle), XML, HTTP, SSL, HTTP/S, TCP protocols
* Assisting with escalations from Backup Operations Specialists
* Experience in a support or technical consultancy function
* Working knowledge of network protocols (TCP/IP), networking infrastructure
* Knowledge of SQL will be an advantage
* Dedicated to the success of customers