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# Example of Senior Service Engineer Job Description

Our company is growing rapidly and is looking to fill the role of senior service engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for senior service engineer

* You will take point on the most complex and highly charged escalations from our largest O365 customers, understand their pain, set clear expectations and develop the right action plan to restore confidence in the service and unblock adoption
* You will partner with various SharePoint Engineering subject matter experts to assist in customer facing content, modules, tools and proof of concepts
* Act as the subject matter expert across core SharePoint areas
* Directly engage with customers to validate new solutions and POC’s
* Stay current on latest SharePoint innovations in order to engage with customers
* Work with various teams to understand the network, performance constraints and growth requirements
* Perform analysis across a large number of data sources to create a network strategy for size and location of Datacenters and Gateways
* Create High Level Design document illustrating the backbone and edge networks
* Create initial CapEx estimate and work with Finance team on budget planning
* Interface with Supply Strategy and other teams to devise forecast on hardware and network acquisition around the globe

## Qualifications for senior service engineer

* Strong capability delivering solutions and reporting, creating and pulling data in Excel Pivot tables, Create Excel Formulas, build reports in SQL Reporting Services (SRS) SharePoint, and map it to SharePoint
* Technical excellence - knowledge and experience with compliance standards and certifications (ISO, SOC, FedRamp, ) and be able to actively engage with engineering teams to determine compliance impact, address questions, and drive conversations
* Employing wireless network tools such as Wavedeploy, Cisco Spectrum Expert, Ekahau or equivalent, Protocol Analyzers, and WLAN Design Tools
* Create, execute and analyze test plans to obtain data needed to validate critical design assumptions of wireless networks
* Employing wireless network tools such as Wavedeploy, Cisco Spectrum Expert or equivalent, Protocol Analyzers, and WLAN Design Tools
* 2+ years of managing services in cloud