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# Example of Senior Support Engineer Job Description

Our innovative and growing company is hiring for a senior 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 senior support engineer

* Work closely with all levels of customer and external engineers and management on the most complex problems
* Prioritize workload and advance technical problems where appropriate to the next level of expertise
* Effectively prioritize and manage personal list of outstanding customer queries
* Utilize ticketing system to track all support calls
* Manage workload efficiently while being able to resolve time-critical situations professionally
* Analyze business requirements for applications and customer deliverables
* While providing production support should be involved working closely with development team to develop, design solutions
* Based on in depth analysis of the requirements design, develop and deploy high performance and scalable applications in the area of TV and entertainment guidance
* Provide in depth technical support to Production applications to ensure timely deliveries to customers in accordance with Service Level Agreements
* Participate in On Call Application Production Support based on rotation

## Qualifications for senior support engineer

* Five (5) – seven (7) years information systems/web site experience, with experience in support / customer service capacity
* 3 level Degree in IT
* Familiarity with C# / C++ programming experience required
* Experience diagnosing crash dump and code issues with debuggers required
* InstallShield or MSI installer development experience desired
* Strong practical experience with automated test systems for volume manufacture LabView®