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

# Example of Senior Support Engineer Job Description

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

## Responsibilities for senior support engineer

* Perform daily system administration functions to ensure system integrity and adequate capacity
* Identify and escalate production critical issues to appropriate groups in a timely manner
* Root Cause Analysis and documentation for application and network related issues
* Daily activity reporting (operations and daily summaries)
* Produce and maintain support documentation for known issues and resolutions
* Create and help maintain technical support documentation, and prepare how-to guides for end users on all installed systems
* Document and share knowledge amongst the GED teams on all implemented solutions improvements and enhancements
* Analyze customer usage for industry and business challenges that the Platform can solve
* Be customer-focused and consistently deliver a high-quality level of service
* Be an engaged and active member of the GED Predix team

## Qualifications for senior support engineer

* On your toes! We’re looking for quick and nimble
* A Bachelor’s or Master’s degree in Mechanical Engineering strongly preferred
* Knowledge of aerospace component test methods and capabilities
* Strong background / understanding of hydraulic components and function with a hydraulic system
* Solid understanding of BAU support, incident, problem management processes escalation management across a diversified environment
* Pro-active, independent, resourceful and able to work in a team