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# Example of Service Delivery Engineer Job Description

Our growing company is searching for experienced candidates for the position of service delivery 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 service delivery engineer

* Provide post-sale implementation and break/fix support to customers
* Stay current with known bugs and product builds by reading technical release notes
* Support the integration of new platforms, technologies and services
* Build and maintain strong relationships with key stakeholders in the service delivery process
* Identify opportunities for greater automation in daily operations
* Plan and coordinate maintenance and configuration change activities
* Provide technical support to customers when required
* Perform platform and service acceptance tests when required
* Be the first point of contact for IT issues
* Work within a virtual team to provide support to staff around the global with IT issues escalating where necessary to other teams

## Qualifications for service delivery engineer

* Basic knowledge of signaling protocols (e.g., SS7, SIP,RFC 2833 )
* VoIP and SIP telecommunications troubleshooting experience with emphasis on problem identification and resolution a plus
* Competence to perform SIP debugging with tools such as Wireshark
* Possess excellent verbal/written communication both in Spanish and English
* Self-motivated and driven to identify and deliver appropriate solutions
* Working knowledge of security tools, AIM, ITSC