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# Example of Service Engineer Job Description

Our innovative and growing company is looking for a service 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 service engineer

* Work collaboratively with engineering, operations, and partner teams to mitigate incidents as quickly as possible
* Accurately follow, maintain, and update incident process and procedure
* Provide detailed summary write-ups of all aspects of major incidents into useful problem records and follow-up tasks
* Execute planning for service, monitoring, or process improvements discovered during major incidents
* Consistently triage work items in task and incident queues and track work completed within
* Assist in evolving Incident and Problem Management processes to meet business needs
* Participate in 24X7 shift rotation
* Perform preventive / corrective maintenance work for UPS to customers
* Complete daily service request in system
* Start up service for new UPS

## Qualifications for service engineer

* Experience with common security operations systems such as, Intrusion Detection Systems (IDS), Security Incident Event Management systems (SIEM), anti-virus log collection systems
* Development experience with a variety of languages \* Java, .NET, SQL, JavaScript, PowerShell
* DNS Knowledge is Preferred, inclusive of functionality, integration and association within major operating systems (Windows, Unix, Linux) and network products (Cisco routers and switches, F5 APM, GTM and LTMs)
* Entry level knowledge in all the support tools required to support such environments, dig, host, nslookup, tcpdump, wireshark
* 8 years plus hands on experience in the workshop covering the responsibilities from mechanics, workshop administration and other Aftermarket activities , with European truck brand experience is a plus
* Strong initiative and sense of responsibility