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# Example of Services Engineer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of services 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 services engineer

* He informs and updates customer under contract about product line portfolio and product upgrades
* The escalation management and troubleshooting of priority incidents
* Working on problems of moderate scope and complexity, requiring analysis
* Responds to customer requests and monitoring alerts according to defined runbooks and procedures
* Participates in or manages platform deployment processes
* Edit and builds dashboards showing overall health of the system
* Responsible for Supervision, Installation, Testing and Commissioning activities at site in accordance with contractual requirement and customer need base
* Performing the testing for Installed products as per test protocol
* Inform the customer and the team leader on the progress of Installation & Commissioning activities
* Attend to the assigned CCRP calls

## Qualifications for services engineer

* MS (preferred) or BS in CS/EE with at least 3 years of experience
* Experience in rabbitmq or mosquitto, or similar message push services
* Thorough understanding of Microsoft Windows and the Microsoft Office Suite of products
* Experience with server management tools
* Produce and review scheduled/on-demand performance and reliability reports
* Writes code and scripts using program scripting languages for CI\CD