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

# Example of Site Support Engineer Job Description

Our growing company is looking to fill the role of site support 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 site support engineer

* Work as a key contact partner with Frontline teams to regularly review alerting thresholds and operational procedures associated with alerting, adapt when needed
* Proactively propose improvements in the monitoring solutions
* Lead the process of designing and implementing solutions to optimise all aspects of service ownership
* Provide 24 x 7 on call support when required
* Stand-in for Section Manager in regular tasks and meeting participation
* Coach train and provide guidance to Department members and staff from other Departments/Divisions
* Provide weekly status reports (WSR) for the specialized areas
* Pro-actively request, manage, control, support and continuously improve the lean provisioning of resources
* Lead and represent the department in major cross-organisational projects
* Design, write and deliver applications to improve the availability, scalability, latency, and efficiency of our services

## Qualifications for site support engineer

* University Degree / Diploma or equivalent preferred
* Proven knowledge of set up, configuration and maintenance of webservers (Apache) and J2EE middleware (Jboss, Weblogic)
* In depth knowledge of Monitoring Solutions, Network Devices, Firewalls, TCP/IP Protocols and Scripting Tools
* Ability to assess, plan and coordinate complex Implementations
* Analyze requirements and standardize repetitive tasks
* Ability to support, plan and coordinate complex projects