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# Example of Support Engineer Job Description

Our growing company is looking to fill the role of support engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support engineer

* Take ownership of technical customer requests and provide support for a product or solution using telephone, email, communities or chat
* Independently apply acquired technical knowledge and open-ended problem solving methodology to assess increasingly complex problems, analyze root causes, and advise customers on solutions
* Research, analyze, and resolve complex functionality and usability related issues
* Perform troubleshooting by recreating a customer scenario on internal testing equipment with a comparable software configuration
* Understand and accurately document product questions that require in-depth analysis
* Identify complex or high impact issues and coordinate with senior staff where necessary for resolution
* Proactively enable customer self-service
* Must be capable of establishing and documenting processes, policies and procedures
* Act as cross functional program team representative
* Must have a strong understanding of IT Support as a business function (SLA’s, ITIL practices)

## Qualifications for support engineer

* Willingness to embrace challenge
* Motivation and passion for the success of the customer
* Experience with support work and on-going communication with end-users
* Ability to generate progress reports on cases owned
* Diploma in Information Technology or related discipline
* Excellent Interpersonal with the ability to communicate and interact at all levels