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# Example of Support Engineer Job Description

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

* Running projects which could include upgrades, relocations and new installations
* When requested provide cover for any of the UK sites during periods of absence
* Champion TPM and a drive to reduce unplanned maintenance
* Drive innovation and improvement of equipment to reduce unplanned maintenance and maintain high levels of customer service
* When escalations are made to other groups you will maintain ownership to drive issues to resolution
* Keep the product knowledge base (FAQs and Solutions) up to date
* You will share on-call responsibility after you master the products you supported
* Respond to tickets raised by the customer within designated SLA metrics
* Work with customer to identify and implement workarounds if possible
* Proactively manage tickets from start to finish ensuring customer is satisfied with resolution

## Qualifications for support engineer

* Experience with Java and/or Javascript programming preferred
* Bachelor’s Degree or global equivalent in Computer Science or related discipline
* A degree in Computer Science or at 8 years relevant experience in a large-scale online technical operations environment
* Development/scripting skills in at least one interpreted language
* Proficient and Fluent in at least one scripting language
* Ability to write intermediate level database queries