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# Example of Support Engineer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for support engineer

* Managing product support SLAs and product deployment activities
* Managing the team support centre, knowledge base and product wikis for the purpose of knowledge sharing
* Provide second-line support by telephone and email for both bureau and non-bureau customers and where applicable any necessary on-site support
* Maintain effective service delivery for continued customer satisfaction and retention
* Log and transition cases in JIRA and Salesforce.com ticketing systems for Incidents, Service Requests and Change Requests
* Ensure any customer complaints are recorded and reported according to defined procedures
* Assist with providing and delivering both scheduled and unscheduled support services
* Provide out of hours support as required on a rota
* Maintain up to date documentation on the business continuity arrangements for switching between operational centres
* Assist with the systems administration and operation of the Service Bureau

## Qualifications for support engineer

* Experience with at least 2 of Java/Ruby/Perl/Python
* Experience of working in Blazemeter / Jmeter / other Performance Testing tools
* Good understanding of Computer Sciences basics such as Computer Networking and Operating Systems (Redhat/Ubuntu/OSx)
* Service orientation – providing excellent customer support while protecting the company’s interests and being responsible, self-directed and highly adaptive to changing priorities
* English speaking/writing – high level
* Good understanding of scripting languages (Java, Ruby, JS, Python)