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

# Example of Support / Senior Engineer Job Description

Our company is growing rapidly and is looking for a support / senior 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 / senior engineer

* You will identify vulnerabilities and improvement opportunities
* Install and test change and enhancement delivery packages in our own lab environment
* Plan and executes technical tasks requiring specialist skills in own professional area
* Work independently with the responsibility for solving customer request cases and reporting according to processes
* Identifie and solves technical problems
* L1/L2 application support activities
* Help to drive continuous improvement within the team as it relates to incident, problem and change management excellence
* Lead response and coordination of production incidents, working with other technical teams and business stakeholders to bring incidents to resolution
* Conduct root cause analysis on incidents and ensure that the problem management process is fully followed through upon
* Build a knowledge database about common queries and solutions, amend application and service Run Books and general documentation

## Qualifications for support / senior engineer

* Operating System - AIX / Linux / VM/Cloud
* Application Servers – IBM WebSphere, JBoss
* Middleware technology – MQ, File transfers
* Scheduling software
* Good to have experience in Hadoop, Cloud (VPC/AWS)
* The confidence, communication and interpersonal skills to lead customers in urgent or critical situations