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# Example of Support / Senior Engineer Job Description

Our company is hiring 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

* Candidate should be willing to work on a 15x7 working shift pattern on a 9/12 hour
* Develop, configure and maintain desktop systems to oversee the deployment, imaging, asset management and security of desktop environment
* Oversee configuration of mobile devices, printers, headsets and card scanners
* Manage vendor relationships for those vendors specific to the New York City office, ensuring PEP and vendor(s) remain within contract provisions
* Manage and mentor interns
* Planning and performing preventive maintenance, upgrading systems
* Owns assigned technical support area
* Serves as point of contact for assigned area of expertise
* Develops and sets laptop imaging standards and configurations standard
* Performs advanced system configurations, back-ups and system level changes

## Qualifications for support / senior engineer

* Responsible for resolving functional and technical questions or issues encountered by clients
* Escalate issues if unable to resolve within defined timeframes
* Work closely with product management to help identify customer requirements and support trends
* Maintain a high level of customer satisfaction which is measured on a regular basis through CSAT scores
* Ready to work in flexible shift timings for 3months in a Year
* A Bachelor’s degree in Computer Science/Engineering