Downloaded from <https://www.velvetjobs.com/job-descriptions/technical-staff-member>

# Example of Technical Staff Member Job Description

Our company is searching for experienced candidates for the position of technical staff member. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical staff member

* Remote Support, On-site Support, Installation and Trainings for Spirent customers whenever required, on products and technologies
* Diagnose, troubleshoot and debug Spirent and third party computer networking equipment like Routers/Switches/Firewalls/Load balancers/Proxies for software/hardware troubles
* Communicate with Engineers and Product Managers regarding Bugs/Features/Enhancements and follows-up to make sure fixes are received and tested
* Completes and maintains records of Sales process, customer issues, product defects , using Spirent's CRM tools (Salesforce) and Knowledgebase
* Other duties as required or assigned by manager
* Respond to incoming Service Requests from Customers and Sales team via email or phone or other online tools
* End to end ownership of customer issues that appear to arise from the usage of Spirent products
* Completes and maintains records of customer issues, product defects , using Spirent's CRM tools (Salesforce) and Knowledgebase
* Ensure software test-ability, quality and stability for the components that you work on
* Work to define, design and implement effective tests for components and features to ensure a high product quality

## Qualifications for technical staff member

* Experience with Perforce or Git highly desirable
* Experience with databases desirable
* Experience with working collaboratively on a team in a shared code base desirable
* Familiarity with application monitoring and monitoring tools and frameworks desirable
* Experience in Core Java programming & exposure to Java API testing is a MUST
* A good hand on experience on Eclipse, SOAP, XML and ANT is a MUST