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# Example of Technical Support Engr Job Description

Our growing company is searching for experienced candidates for the position of technical support engr. 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 technical support engr

* Data Check/Peer Reviewing
* Reviews engineering documentation to ensure compliance with CM/DM processes
* Analyzes proposed changes in product design to determine effect on documents to ensure all documents have required approvals
* Notifies appropriate departments of any new or updated data
* Maintains audit trails
* Researches and resolves inconsistencies with change request records
* Prepares and Supports Physical Configuration Audits
* Interface with customers, Sales and Engineering during pre-sale phase of projects
* Gaining a strategic understanding of the customer’s application, architectural and technical requirements and translate those requirements into system architecture designs
* Assisting customer’s in deployments for systems

## Qualifications for technical support engr

* SNMP network management protocol
* DOCSIS 3.x
* 5 plus years working in customer or product support
* 5 plus years troubleshooting PON or Wi-Fi product issues
* Familiarity DOCSIS / PacketCable protocols and operation
* Unix (Solaris, Linux, CentOS) System Admin