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# Example of Technical Support Engr Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of technical support engr. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technical support engr

* Support the fab by interfacing with production equipment and personnel
* Responsible for promptly troubleshooting, isolating a root cause and providing a resolution to customers critical technical issues and providing RCA as required
* Required to interact with customers in collecting the logs and network data (packets) and analyzing the data in isolating network issues
* If required, provide in-person, on-site support to customers who are experiencing major wireless issues impacting their user experiences
* Work closely with cross functional Support teams on debugging Tools and improving process efficiency
* Write Knowledgebase (KB) on the complex problem resolutions to be shared with the customers and other TSEs
* Must have flexibility in work hours to work on customer issues and travel to customer sites if required
* Lab Operating Procedure (LOP) Management
* Management, coordination and implementation of Environment Health Safety and Sustainment (EHSS) programs/projects
* Property & Metrology Management

## Qualifications for technical support engr

* Experience with software simulation systems and Microsoft products
* Must be able to obtain an Secret security clearance
* Four plus years experience with reading & understanding electrical schematics
* Desired skills include a general familiarity with or knowledge of manufacturing technologies and equipment used in the production of infrared detectors
* Ability to understand and troubleshoot wireless routers and access points
* Wi-Fi and routing training such as CCNA classes