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# Example of Tools Engineer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of tools engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for tools engineer

* Communicates objectives and concepts internally and externally across all IT domains and to the business, when appropriate
* Provides support to, and consults on, incident response, monitoring, and configuration management issues with enterprise divisions and subsidiaries
* Identifies trusted data sources, ensures data reconciliation and designs CMDB update processes
* Establishes a compliance plan, including policies for operation audits for cross-domain reporting, and provides appropriate assistance to auditors as it applies to ITSM Tools
* Provides technical and administrative direction to contractors and junior team members
* Creates and provides configuration status reports containing current and historical data connected with, and related to, production systems
* Oversees the maintenance of the ITSM Tools and CMDB for ensuring the integrity of integration, federation and reconciliation of data feeds with the CMDB architect and stakeholders
* Provides expertise in design, maintenance and delivery of training for ITSM Tools, including a strong focus on processes for maintaining communication with other groups
* Identifies gaps in business understanding and technical skills of team and ensures proper training
* Researches, reviews and analyzes the effectiveness and efficiency of procedures, and develops strategies for enhancing these processes following ITIL best practices

## Qualifications for tools engineer

* Front end tech such as
* Must be familiar with at least one major development language such as [perl, java, shell, jscript, jquery, Html5, CSS3]
* Must be a good problem solver, able to take a larger problem and break it down into smaller more manageable pieces
* Should have an intermediate familiarity with [Unix, Lunix, Windows]
* Should also have basic understand of DB Architecture [SQL, Tables, Rows, Columns, Keys
* Must be well-versed in compiler-specific optimization and system-specific optimization techniques for tools that address both performance and scaling