



# Example of Engineer Support Job Description

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Our innovative and growing company is looking for an engineer support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for engineer support

- Internally report issues on production and development systems, including documenting procedures, configurations, problem descriptions and resolution
- Maintain servers worldwide
- Pro-actively act on events reported by various monitoring tools
- Develop Corrective Action documents and Trouble Shooting Guides for all Business Services and the supporting configuration items (CI's)
- Provide ongoing communication to both Technical Services teams and Production Operations teams during time of outage or service impact
- Front-end Frameworks – JavaScript, HTML5, JQuery, AJAX
- Handle standard support request, extracts of data, restart of services, order user to be created in external systems, re-run of reports etc, with a very high level of attention to details and in accordance with to the defined procedures
- Troubleshoot application and hardware deployments, recreate customer issues, build proof of concept applications
- Dive deep to resolve problems at their root, looking for failure patterns and implementing fixes
- Plan and monitor team hardware and external service usage costs

## Qualifications for engineer support

- Minimum 2 year experience using SQL required with ability to manipulate data rapidly and use complex joins (3+ years' experience preferred)

- Minimum 2 years relevant experience in helpdesk and support service in an ESD controlled and MNC environment
- Understanding of desktop, laptop and printer and TCP /IP networking
- Knowledge of Windows 7, Microsoft Office, video conferencing and IP telephony
- Vendor interaction (laptops / desktops) for repair and replacement of parts