Our growing company is hiring for an engineer support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for engineer support

- Work on operations and maintenance driven coding projects, primarily in web technologies
- Work with application team for handing-off or taking over known issues create a team specific knowledge base and skill set
- Drive resolution of open business issues
- Be the voice of the third-party developer, working closely with the developers and business arm of the organization
- Answer, evaluate and prioritize incoming calls, voicemail, e-mail and in-person requests for IT service in a professional courteous manner
- Follow standard help desk operating procedures to accurately log all requests and customer communications using ticketing software
- Build rapport and gather further information from managed services customers
- Perform Systems Administration (Active Directory, Group Policy, Firewall, Web Filter)
- Engage third party vendors and partners to resolve hardware and software problems
- Maintain records of daily data communications transactions, problems and remedial actions taken, or installation activities

Qualifications for engineer support

- Technical competence in a variety of operating systems (UNIX, Windows, Linux)
- Experience with XML and web services technologies
- Knowledge of Cryptographic standards preferred
- Working knowledge of Database systems (MySQL, Oracle, Microsoft SQL, IBM DB2)
- Experience with virtualized and cloud environments (such as VMware and AWS)