



# Example of Engineer Support Job Description

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Our company is hiring for an engineer support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for engineer support

- Assist where possible in preparation of release package and necessary documentation
- Assist with SIT and UAT testing of releases
- Assist with deployment of certified releases to production
- Keep internal documentation on the product and customer environment up to date
- It will be crucial to keep current with the latest supported product technology, keep the product knowledge base (FAQs and Solutions) up to date and take on other projects which improve support processes  
Whitepapers, bulletins
- Assisting in the analysis and troubleshooting of applications in both production and non-production environments
- Managing the service point and ticket triage as 1st-2nd level of support for the team
- Developing tasks as required for various applications to assist in numerous business units
- Assisting BA and stakeholders on projects by designing and researching suitable solutions
- Providing technical expertise to troubleshoot and fix issues or report findings to the development team

## Qualifications for engineer support

- Master's degree in Computer Science, Computer or Electrical Engineer,

offered or related occupations of Software Engineer, Software Developer, or a related occupation

- Experience with Perl/Python/shell scripting
- 2 years relevant experience in helpdesk and support service in an ESD controlled and MNC environment
- Committed, pro –active and dynamic working attitude
- Must have passion in technology , computers and people
- Knowledge of computer networks with ability to troubleshoot such networks (transport protocols, routing protocols, firewalls, load balancing, VPN solutions)