Our company is looking to fill the role of product support engineer. 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 product support engineer

- Manage open customer issues in CRM tool
- Support and train QA team members and development staff on lessons learned from field reported problems to help develop organizational knowledge and avoid repeating the same mistakes
- Coordinate with customer solutions team to develop an understanding of customer configurations and usage patterns in order to be able to more effectively investigate reported problems
- Engage in discussions with customers and development groups to determine optimal solutions for current software bugs and requested new features
- Generate periodic reports required by customers, such as usage metrics, support activity logs, open case reports
- Review and negotiate service level and security agreements with prospective customers
- Assist in the development and testing of software installation procedures to reduce installation time requirements, improve efficiency, and ensure all SLA and Security requirements are met
- Plan, document, and execute customer projects initiation including infrastructure requirements, network requirements, source data requirements, appropriate software configurations and software installations
- Responds to situations where first-line product support has failed to isolate or fix problems in software

Qualifications for product support engineer

- Experience with manufacturing, quality and design improvement methods (six sigma, 8D, FMEA)
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- Experience with automotive quality and test standards regulatory compliance and testing (SAE, FMVSS,) a plus
- 3-4 years of call center or front-line customer service experience required
- Strong leadership skills professional attitude and strong service orientation
- A structured and detail-oriented approach to problem solving and troubleshooting