



# Example of Product Support Engineer Job Description

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Our growing company is searching for experienced candidates for the position of product support engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for product support engineer

- Activities include ownership of requests, research, analysis, troubleshooting and customer communication necessary to deliver appropriate resolution to customer inquiries
- Requires knowledge and experience in own discipline, while developing higher-level knowledge and skills
- Builds knowledge of the company, processes and customers, and solves a range of problems
- Works on problems where analysis of situations or data requires an evaluation of identifiable factors
- Clearly demonstrates technical expertise
- Take initiative and identify problems in actual way of working, formulate alternatives and recommendations
- Root cause investigation for complaints initiated by customers
- Technical support to field engineers, technicians, and support personnel
- Authoring and compiling technical documentation for the field service organization
- Installation, service support and training during new product roll outs, ensuring that feedback is delivered and incorporated into subsequent releases

## Qualifications for product support engineer

- Automate Weblogic Builds
- Environment build, upgrade / migration and new client implementations into all development, implementation and production environments
- A minimum of 5 years' experience in working as a build engineer required
- Mid-level experience with Weblogic Server especially build automation