Our innovative and growing company is looking for a product support engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for product support engineer

- Properly handle complaints and provide known solutions to achieve a resolution
- Keep records of customer calls and generate tickets (as needed)
- Stay current on product changes, release dates, scheduled service outages
- Respond to customers experiencing technical issues via phone or e-mail in a timely, courteous and professional manner
- Ability to troubleshoot and repair all but the most complex issues.Performs maintenance activities with a minimum of supervision andguidance
- Aftermarket technical support for our products and systems to Airlines, OEMs and other customers, including support of product and system troubleshooting
- Monitoring and analysis of in-service reliability and maintenance cost for our products and systems
- Customer and Employee training regarding our products and systems
- Creation, revision, and distribution of Maintenance Document (Technical Publications) for our products and systems
- Support product development and deployment with lessons learned, customer feedback, and Entry-into-Service support

Qualifications for product support engineer

- Experience with build tools/technologies such as GIT, Stash/BitBucket, Ant, Code Mangement, Jenkins, IVY, Groovy etc
- Experience in webservers like Apache, tomcat, IIS a plus
- Work with the Team Lead and technical team members to support development and implementation activities 24/7 Mon – Sat and on release weekends
- Will have to support some weekend release implementations and provide off-hour communication as required
- Ability to work independently and resolve complex technical issues and identify root cause and recommend solutions to help resolve incidents quickly