



# Example of Senior Engineer Service Job Description

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Our growing company is looking to fill the role of senior engineer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior engineer service

- Technical support includes operational, application, system troubleshooting and product improvement recommendations
- You will also develop tools and scripts to automate troubleshooting and diagnostics activities
- Drive end-to-end customer interconnection projects
- Drive the implementation of all end-to-end projects relative to the interconnection in order to reach the shortest possible lead times with the best quality
- Gives support to Regional Technical Managers and Engineering for network improvements (cost and redundancy)
- Provide technical expertise to the Regional Technical Manager for "Request for proposal" answering
- Order local tails/patches and ensure delivery follow-up
- Ensure that all agreements with customers are completely and correctly documented and update processes and guidelines
- Collaborate with ITP on process review and tools development
- Translate high level agreement into Detailed Technical Proposals to the customer

## Qualifications for senior engineer service

- Masters or PhD in Mathematics, Computer Science or Electrical Engineering, MBA or equivalent practical experience
- Experience translating customer and technical requirements into service

- 8+ yrs of experience in networking technologies including WAN technologies such as MPLS, Ethernet
- Working knowledge of Load Balancing solutions like HLB, ASLB and how they are used in highly complex and available enterprise environments
- Automate virtual storage