



Example of Senior Engineer Service Job Description

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Our growing company is looking for a senior engineer service. 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 senior engineer service

- Leading and growing the team of community engineers to ensure they achieve their career and performance goals
- Providing deep technical and process insights to help develop machine-learning based tools to significantly improve the scale and effectiveness of the community engineering team
- Being of the voice and advocate for our customers, performing deep dive analysis and acting on observed areas for improvement
- Collaborating with Engineering and other cross-functional team leaders to provide community insights to help drive feature decisions
- Developing detailed knowledge about specific product lines and features and building necessary tools and processes to ensure knowledge transfer within both the community engineering team and CXP
- Engaging directly with Azure developers and IT professionals in Azure communities including MSDN and StackOverflow to answer technical questions and help solve customer problems
- Running projects to create and update Azure product documentation to help customers build solutions on Azure
- Actively seeking solutions to customer and team needs, communicating trends to leadership, and suggesting innovative solutions on behalf of the customer experience
- Automate routine tasks and drive process improvement within the team to reduce the amount of direct engagement necessary to manage the service

Qualifications for senior engineer service

- MS or BS in related discipline
- Demonstrated expertise in web services, virtualization, cloud concepts, REST, JSON, XML, MySQL, PHP, LDAP, & object oriented methodologies
- Ability to read, write, configure code, and design for end-to-end service telemetry, alerting and self-healing capabilities on point solutions
- Experience leading software engineering team members in translating customer and technical requirements into service architecture to meet Quality of Service Expectations
- Demonstrated 5 years of expertise in web services, virtualization and cloud concepts
- Experience identifying services appropriate for hosting on PaaS, migration to internal or external SaaS providers