



Example of Senior Engineer Service Job Description

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Our company is searching for experienced candidates for the position of senior engineer service. 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 senior engineer service

- Work with Engineering team to update the HLD and request final approval
- Create Bill of Material and work with Procurement and Finance teams for PO approval
- Leverage tools like PowerShell, Python & SQL to collect and retrieve network and H/W analytics
- Perform scenario analysis to understand impact of DataCenter size, optical solution, site location
- Resolves difficult escalated repairs and advises on hot account resolutions
- Mentor to new engineers and signs off on the certification of newly trained FSE
- Receives customer service requests through customers EAMS and LIS Manager
- Manages workload & customer requirements onsite designated by the manager or lead
- Seeks assistance from peers when unable to meet the customer's expectations
- Close out service activities utilizing administration tools for accurate record keeping, including closing service calls daily upon completion

Qualifications for senior engineer service

- BA/BS in Computer Science, Electrical/Computer Engineering, related

- 5+ years of experience in service operations with expert experience of running and supporting Enterprise Scale Services and infrastructure at internet data center environments
- 5+ years of network configurations of web services/IIS and strong System Engineering & past experience in deployments and upgrades is a plus
- 2 plus years of strong SQL development and administration working with SQL AG., Experience with webstore, replication and data partition is a plus
- Closely collaborate with partner teams where engineering & business depend
- Develop automation for deployment of virtual switch infrastructure in global hyperscale environments