



Example of Senior Technical Support Engineer Job Description

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Our company is growing rapidly and is looking for a senior technical support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior technical support engineer

- Advise on all technical aspects of systems and be credible to colleagues, partners and customers
- Consult with customers and partners to advise them on best solutions
- Build strong relationships with technical staff in our nominated accounts
- Be prepared to travel
- Be required to work flexibly
- Incident handling – restoring the disruption in service as quickly as possible
- Regular and timely follow ups with customers with recommendations, workarounds, updates, and action plans
- Leverage internal technical expertise, including, but not limited to peers, mentors, product documentation, knowledge base, community forums, and other internal tools to provide the most effective solution to customer issues
- Deliver Transfer of Information (TOI's) Sessions (leveraging larger team if needed) to customers and/or internal team members
- Conduct weekly, semimonthly, or monthly meetings with customers for case reviews to identify issue trends and opportunities for corrective actions

Qualifications for senior technical support engineer

- Self-motivating and self-starter that can think outside the box
- Application of QA concepts and best practices with the capability and willingness to mentor junior Technical Support Engineers

- Experience with Internet servers such as DNS, Mail, Web, FTP
- 2+ years experience working with Tenable products specifically
- 1+ years previous experience in network administration, Linux/Unix and Windows administration, patch deployment and system configuration