



Example of Senior Technical Support Engineer Job Description

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Our innovative and growing company is looking for a senior technical support engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for senior technical support engineer

- Collaborate internally to ensure the product roadmap meets customers' priorities
- Advanced troubleshooting of customer issues and be accountable for providing customers with timely resolution and feedback
- As you gain in experience mentor new team members
- When requested perform customer on-site visits
- Work closely with Engineering to ensure issues are accurately diagnosed and replicated
- Debug Software and Hardware issues and provide solutions to the customer
- Report, escalate, and manage resolution of customer's problems
- Manage account and ensure any product updates/new releases are matched to the customer's business case and strategy
- Site visits and conference calls with customers and partners required
- Be able to work comfortably in a fast paced environment

Qualifications for senior technical support engineer

- Responding to customer's operational queries
- Implementation of software updates
- Candidate should have strong SQL skills and ability to understand complex SQL statements
- Outstanding problem solving skills with good technical knowledge of storage

- A strong capacity and desire to develop customer service and communication skills
- The ability to manage multiple urgent issues in parallel