



Example of Senior Technical Support Engineer Job Description

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Our company is hiring for a senior technical support engineer. 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 technical support engineer

- Connectivity problems
- Network issues
- Printer problems
- File system problems
- Disk Space and disk drive issues
- Problems with reports
- Basic database maintenance
- Database validation
- Downloading and analyzing of server and cabinet log files
- Execution of scripts and other engineering tools to resolve issues

Qualifications for senior technical support engineer

- MCSA/MSCE certificate is a plus
- Ability to grasp fundamentals quickly and instruct others in their use
- A bachelor's degree in computer science, computer information systems or related experience
- Experience using tools like WebEx, VI Knowledge & Experience with backups technologies a plus
- Microsoft Operating Systems/Hyper V o Microsoft Applications (MSSQL, Exchange)

