



Example of Senior Technical Support Engineer Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of senior technical support engineer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for senior technical support engineer

- Mentoring of tier I engineers
- Computer hardware and software systems
- File system structure and logs
- Registry editor
- HIPAA requirements
- All actions taken during the course of resolving a ticket
- All interactions with customers (internal and external)
- Any incident in violation of HIPAA restrictions
- Contribute to dept
- Authorizing server replacement depending on problem severity, customer urgency, and cost impact

Qualifications for senior technical support engineer

- The ability to present to senior management and executives
- Experience in Java, SQL, and other modern programming languages
- Experience or Exposure to installing, configuring and administering Web-based applications, Relational Databases, Open-Source Projects (such as Apache Web-Server, Apache Tomcat, OpenDS), and CAD Applications
- Able to produce audience-appropriate technical communications with executives, support personnel, and the customer
- Can quickly adapt to new web technologies along with advancements such as

- Highly Proficient in Microsoft and Linux Operating Systems, comfortable working at CLI and having Administration experience