



# Example of Site Support Engineer Job Description

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Our growing company is looking for a site 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 site support engineer

- Drive incident and problem prevention activities, including building automation to prevent problem recurrence
- Recommend, document and develop changes to fix problems and improve processes
- Work as part of a global team and provide on-call support using a follow-the-sun model
- Independently and proactively perform the incident resolution process, be prepared to diagnose, troubleshoot and resolve issues on across the entire stack (hardware, software, application and network)
- Conduct investigations for root cause finding, coordinate investigation work with other teams in the organization
- Independently run PMRs owned by the team, and propose action items which prevent re-occurrence
- Complete action items in an efficient and timely manner
- Ensure that the supported services comply with our security standards
- Proactively assess security threats, give technical advices on measures to fix them
- Coordinate security compliancy projects

## Qualifications for site support engineer

- Must be able to deal with people of all levels, easily and in a friendly manner in fluent English

- Experience in running, supporting and managing high availability infrastructures (24/7/365 >99.90% uptime requirements)
- Proven experience in Architectural Design for C++ & Java based Applications, Network Engineering and/or exposure to IT-Security related Items
- Must be able to deal with people of all levels, easily and in a friendly manner in fluent English and German