



Example of Support Engineering Manager Job Description

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Our growing company is hiring for a support engineering manager. 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 support engineering manager

- Supporting production system deployments while ensuring SLAs are met
- Empower support teams to manage Continuous Integration/Continuous Delivery pipelines
- Influence and support new designs, architectures, standards and methods for large-scale distributed systems
- Provide technical leadership with Unix systems internals and networking
- Identify and implement opportunities for automation of routine maintenance tasks and common issues
- Troubleshoot networking problems with an indepth knowledge and understanding of network theory including various concepts such as networking protocols (TCP/IP, UDP, ICMP, etc), MAC addresses, IP packets, DNS, OSI layers, and load balancing
- Insures technical support team works closely with the sales engineers providing technical integration support to merchants and partners
- Manages process for creating load files and with form generation
- Owns processes for troubleshooting issues, and resolution delivery
- Insure creation/update of documentation as required

Qualifications for support engineering manager

- Demonstrated experience preparing and presenting training materials

- Demonstrated ability to multitask, to work independently, and with a team
- Demonstrated technical aptitude and understanding of information technology best practices
- Minimum 6 years of experience in power plant engineering, original equipment manufacturing (OEM), or equivalent experience in an industrial/manufacturing environment