



Example of Support / Senior Engineer Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of support / senior 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 support / senior engineer

- Should be good at Debugging the systems and perform detailed analysis to determine root causes leading to the problems
- Provide detailed design documentation, test plans and high quality source code
- Document resolutions as part of Production Support
- Manage customer issues related to the installation, configuration, and implementation of Jaspersoft products on a timely basis \, provide effective and clear communication, and establish appropriate expectations with clients
- Thoroughly document all aspect of the product including creation of run-books, training material, knowledge base articles, how-to guides
- Acts as the senior liaison between office and systems integrators and/or vendors when appropriate
- Provide senior level leadership in technical projects including the design, development, documentation, analysis, creation or testing of computer systems based on user or system design specifications
- Provide senior level leadership while working with FTI practice areas and corporate staff to establish technology user requirements that the entire ITG will use to define and design solutions
- Acts as a senior level advocate for the staff in the resolution of any and all computer-related problems or issues
- Provide senior level leadership in the configuration, installation and

Qualifications for support / senior engineer

- Experience in a Unix/Linux environment a plus
- Able to operate independently (or as a team lead) to drive projects to completion without supervision while keeping teammates and management apprised of situations as they arise
- College or Technical diploma/certification in Network Systems, related telecommunications field and experience is also acceptable
- Network/Availability Management knowledge
- SLA Management knowledge
- Life cycle and capacity planning for network components