Our company is growing rapidly and is looking for a system support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for system support engineer

- Provides customers with a variety of maintenance services,including but not limited to providing remote and on-site level 2 operation and maintenance support (resident at customer's premises or not) for complex network applications and end-to-end multi-vendor networks
- Provides condition causes remote and on-site recovery support in the event of an out-of-served by a disaster
- Maintain interfaces with customer's technical personnel ensuring smooth
- In charge of the Analyze root causes of operational malfunctions and provide resolutions
- Define operational processes to improve efficiency and cost-effectiveness
- Deploy, Support and maintain 3rd party supporting tool ServiceNow, PagerDuty, Akami, Pingdom
- Assist in budget preparation and resource allocation for support services
- Assess capacity required
- Plan for production deployment
- Test disaster recovery and business continuity process

Qualifications for system support engineer

- Scripting knowledge and basic troubleshooting skills
- Recognized certifications (VCP, CCNA, CCNP, MSCE)
- Collect and analyze database performance information
- FAA Airframe and Powerplant Licensing

- Experience in software programming with VB, C ++, knowledge in the software packages Visual Studio and Labview