



# Example of System Support Engineer Job Description

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Our innovative and growing company is looking for a system 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 system support engineer

- Will be required to be available for an on call rotation/pager
- Primary point of contact for customer technical queries, technical advice on modification standards, component part numbers, and support equipment
- Ensure that fault investigation actions are undertaken
- Address technical concession requests
- Provide support to internal and external progress reporting
- Identify Technical Publications update requirements, and manage and co-ordinate the closure of unsatisfactory feature reports
- Perform and submit root cause analysis reports for specific incidents that happened on railway systems
- Attend, support and facilitate Team Meetings
- Conform to Company quality procedures and standard practices
- Install, service, commission, troubleshoot and repair railway systems located in stations, wayside, depots and central computer room

## Qualifications for system support engineer

- Bachelor, Master or PhD of Computer Science or Electrical Engineering or similar
- Knowledge in high-frequency measurement technology and electrical engineering, in the control of measuring equipment via GPIB, USB, LAN and RS232 interfaces
- Ability to independently and quickly learn new tasks

- Skills in Microsoft Azure Pack, SCOM, WAP and other cloud products