

Example of Systems Support Engineer Job Description

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Our company is growing rapidly and is looking for a systems support engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for systems support engineer

- Perform ad-hoc testing of software releases
- Regularly engage in remote collaboration and communication
- Be an active contributor to a team of individuals working to enhance feature capabilities through vendor upgrades and custom applications integrated into the Qumu platform
- Continually improve video transcoding and conversion rules to support modern file formats and new recording devices and features
- Develop enhancements or addons to the streaming and live webcasting platform
- Work to automate the environment builds either on-premise or within Cloud Computing vendors
- Work with other Collaboration team members to build integrations for live webcasting and recording into Skype for business and Cisco Video Conferencing infrastructure
- Provide L3 support and training to the L1 and L2 operations resources
- Work with the Operations teams to look for operational improvements through automation such as, automation of health checks, automated systems repair, and log file collection and analysis
- Enhance and support RTSP, HLS, and H264 streams to virtual and mobile platforms

- Working knowledge of OU structure, Group Policy, DNS, DHCP, VMware
- Bachelor's of Science degree in Engineering, Computer Science, Mathematics, or Physical Science required
- Six (6) years of system engineering experience with the engineering and/or operation of a Navy C4I System
- One (1) year of experience with execution of the DoD System Engineering process to specifically include requirements definition and analysis and System Engineering Technical Review (SETR) execution
- Currently hold a Secret level clearance or the ability to obtain one
- Bachelors in Science in Engineering, Meteorology, Atmospheric Science, or related field