



Example of Systems Support Engineer Job Description

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Our innovative and growing company is searching for experienced candidates for the position of 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

- Research new streaming technologies and look to make enhancements to the product stack, help the team determine the best course of action required to continually improve the user experience
- Working with the operations team to plan major infrastructure upgrades, to troubleshoot issues and to tune the environment for optimal performance and uptime
- Maintain ownership and provide solutions to problems from problem identification to resolution
- Administration and maintenance of access control/security of sensitive systems and file shares
- Deploy, configure and upgrade network software such as, enterprise antivirus or diagnostics programs
- Maintaining an Office 365 environment
- Monitoring and troubleshooting IT systems and services
- Checking and reporting on system back ups
- Explaining technical issues to non-technical users via Help/Service Desk
- Tracking work in progress

Qualifications for systems support engineer

- Experience in planning and supporting technology refresh cycles without disruption to operational systems
- Experience in providing technical direction and Operational Support for a complex, mission-critical hardware/software system
- Ability to support a flexible work schedule and/or be on-call to support operational NWS sites, including days, evenings/nights, and weekends
- Experience with systems engineering processes and the configuration management of large systems
- Experience in supporting the deployment of hardware solutions to a mission critical enterprise