

Example of Systems Support Engineer Job Description

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Our growing company is looking for a systems support engineer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for systems support engineer

- Perform systems engineering functions for the development, manufacturing, testing, and certification of the International Space Station (ISS) PLSS Thermal Loop Development Test Objective (DTO) Project, a project intended to fly and test a high fidelity PLSS thermal loop engineering development unit intended for use in the next generation of space suits
- Develop essential documentation for the system including the Project Technical Requirements Specification (PTRS), Verification and Validation Document (V&VD), payload Interface Control Document (ICD), mission operations and support plan, and any additional operations-related products
- Provide direction to matrix organizations during all phases of hardware requirements development, design, manufacturing, testing, and certification
- Generate and review essential paperwork and documents for tasks assigned, such as Task Performance Sheets (TPS), Discrepancy Reports (DR), and Detailed Test Procedures (DTP), as needed
- Plan and execute hardware troubleshooting to investigate mechanical and electrical failures within flight hardware, development test articles, or test support hardware
- Work with project managers to plan and produce deliverables in a very short time frame
- With minimal support, must be able to take an idea from creation through construction and launch into production with ongoing support and enhancements
- Learn and evaluate new technologies and tools as needed

thorough, detailed problem descriptions

- Communicate with the customer by phone, email and/or WebEx while troubleshooting the problem

Qualifications for systems support engineer

- Must have HFC plant experience as it relates to DOCSIS standards and CMTS (cable modem terminal server) equipment
- Should have a CCNA, CCNP, CCIE, MCSE, SCSA, or SCNA certification or adequate work experience to show competency
- Knowledge of IPM application (an in-house tool) a plus
- Experience as a systems administration support for Unix systems like Solaris, HP and Linux
- 2 - 3 years of IT role in a global organization
- 2 – 3 years supporting global IT desktop services, including configuration, patching and diagnosis of server/desktop/other systems