## What is a technical support engineer?

Technical support engineers provide troubleshooting and tech support services to a wide range of internal and external clients across many industries, including telecom, healthcare, and financial services.

Just about every large company has its own IT department, and the main function of that department is to provide tech support. Medium- and large-size companies often separate their technical support into two areas:

* Those engineers that help internal departments and employees.
* The representatives that are client-facing, talking with customers who have called in or started a live chat seeking help.

Typically the technical support engineer is a mid-career position that provides high levels of job satisfaction. Most technical support engineers work in the field for around 20 years before moving into other tech roles outside of support. Individuals looking to career path into tech support should seek a degree in computer engineering, computer science, engineering or technical discipline depending on the type of company they’d like to work for.

What does a technical support engineer do?

A Technical Support Engineer is generally hired by a company to oversee and maintain their computer hardware and software systems. Their skills assist the company in resolving technical issues concerning customer's accounts or company software infrastructure. A Technical Support Engineer will also support computer software integration by diagnosing and troubleshooting common problems. Employees holding this job title generally begin in IT or IT Assistant roles.

A bachelor's degree in Computer Science or closely related degree is required for the position. Additionally, some companies also require certification in industry-specific networks or operating systems. Individuals with a strong customer service background and a positive outlook on problem-solving tend to excel in the position of a Technical Support Engineer.

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