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# Example of IT Support Engineer Job Description

Our growing company is looking to fill the role of IT support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT support engineer

* Troubleshoot problems backing up and restoring with customer and take or suggest corrective action
* Log tickets, defects, enhancements with enough detail to be understood and resolved by others
* Perform timely escalation of support related issues to various departments for further analysis and resolution
* Work well in a team and provide team members support and guidance when required
* Effectively interact with other members of the team to provide solutions to complex technical issues
* Perform other duties as requested and within areas of expertise
* Install, troubleshoot, and maintain computer systems, printers, and other peripheral equipment
* Coordinate support of all IT related activities and initiatives
* Lead and motivate a team of technicians
* Provide guidance, assistance, coordination and follow-up on complex problems and insure resolution

## Qualifications for IT support engineer

* The ability to evaluate new technology
* Full command of spoken and written English is required (please submit Curriculum in English)
* Telecom experience including VOIP / SIP troubleshooting and provisioning
* Knowledge of networking hardware including Cisco switches, HP and Aruba – LAN / WAN and Wireless
* Associate's degree or equivalent qualification in Information Technology or similar subject
* Some experience of providing end-user technical support