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# Example of IT Support Engineer Job Description

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

## Responsibilities for IT support engineer

* Independently diagnosing and resolving hardware or software faults
* Transferring and connecting IT equipment and cabling in server/patch rooms and office area
* Performing other tasks assigned by Supervisor
* Providing Proactive and Can Do approach in identifying and resolving IT related issues
* Actively participating in receiving, troubleshooting, resolving and/or triage and escalation of daily support incidents/requests received via ticketing system
* Managing complex issues through troubleshooting, determining the root cause, developing solutions, and owning the issues through resolution
* Installation and working knowledge of a variety of software applications
* Managing and supporting Voice/Video collaboration environments
* Managing and/or creating Group Policies in order to provide a secure, stable environment
* Facilitating local processes and/or metrics for monitoring local production servers and validate processes/monitoring is taking place

## Qualifications for IT support engineer

* Experience in supporting desktop applications in LAN environment
* Building/imaging computers
* Mobile device support such as BlackBerry, iPhone and/or Android
* Ability to develop clear and concise documentation
* Must possess superior technical aptitude, written and oral English communications skills with the ability to interact with internal customers in a professional manner
* Ability to work in a collaborative, team based environment and be detail oriented