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# Example of Lead Support Engineer Job Description

Our company is searching for experienced candidates for the position of lead support engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for lead support engineer

* Manage the Fleet Support Resource Management Plan using HYDRA Software
* Liaising with stress engineers, customers and internal Departments
* Attending design review meetings and planning meetings as required
* Daily management of full-time and contract Mechanical Design Engineers
* Working with OEM / TCH developing repair schemes to meet challenging operational
* Develop and maintain checks/analysis for product specific KPIs, critical alarms, system events & exceptions and delivery methods of reports for customers
* Document System architecture, O&M procedures and developed SW
* Main contact for all issues occurring to assigned product area
* Daily work with infrastructure support (Data Collector server, MySQL Server)
* Provide technical support to Local support teams, which include requests for assistance with data retrieval/mining, fault management and possible system recovery

## Qualifications for lead support engineer

* Board layout and design experience
* 2-year degree (preferably STEM) and a minimum of 5 years’ experience in a related Product Definition Engineering Role
* Must have a thorough understanding of the practices and procedures of aviation maintenance leadership skills including organizing, planning, scheduling, and coordinating workloads to meet established deadlines or milestones
* Electrical Engineering major
* 7-9 years of directly related experience with test of UNIX or Windows IT systems
* Microsoft Windows client and server (security controls and WIM images, windows products, PKI) and/or Solaris 10 and Linux (Zones, ZFS, and Storage Volumes)