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# Example of Lead Support Engineer Job Description

Our company is growing rapidly and is looking to fill the role of lead support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for lead support engineer

* Mentors and provides technical training of staff and manages staff development
* Assists management by providing recommendations about hardware, software and staffing
* Leads, manages, and drives IT support projects
* Manages and builds computers and servers to support needs of a large IT company
* Responds and resolves IT support tickets via telephone, help desk request system, and face to face
* Troubleshoots problems or issues with software and hardware in a helpdesk atmosphere
* Performs upgrades and repairs (e.g., memory installations, operating system upgrades, driver upgrades)
* Does hardware and software evaluations and makes recommendations
* Completes application compatibility and interoperability testing
* Develop and maintain documentation required to support the Windows and Mac end-point infrastructure

## Qualifications for lead support engineer

* Relevant engineering degree – preferably B.S
* Ability to review and understand mechanical design, composite material and systems
* Minimum of 7 years of experience, or 5 years of experience with a Master’s Degree, using or supporting EDA tools in fields of power analysis, simulation and timing analysis, RC extraction, physical verification, and design for manufacturing
* Technical background with vast experience in Software, Hardware and Embedded Development of products in large scale companies
* Scrum master diploma, and vast experience in assimilating, working and facilitating of Agile workflow
* Excellent control and capabilities in Excel, MS-Project and Jira Tools