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# Example of Level Support Engineer Job Description

Our company is growing rapidly and is looking to fill the role of level support engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for level support engineer

* Get in to the calls with customers to understand the issue
* Reproduce the customer issue in the local environment and solve the configuration level issues
* Work with level 3 engineer if the issue is at code level
* Work to ITIL v3 & ISO 20000 best practice
* Control to progress all Incidents and Service Requests through ‘Service Restored’ until closed
* Initial support and classification
* Escalating the Incidents aligned to the Incident Management processes if necessary
* Triage, analyze logs, reproduce the issue and work towards identifying workaround RC
* Contribute in Customer success activities - Test fest, Wiki update
* Drive resolution of day to day Active Directory operational issues

## Qualifications for level support engineer

* Excellent verbal and written skills in Greek in English
* Must have incident management, troubleshooting and resolution experience on retail products - ATM machines, Point of Sale system, Self-Service Machines, Kiosks, Scanners, Barcode reader machines
* Minimum of CCNA Networking certification and CCNA Collaboration certification
* Desire to grow in the UC space with an aim to become CCNP Collaboration certified
* Minimum of 1 years experience in NOC experience in Cisco Networking
* Ability to communicate well in both English and German is desired