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# Example of Level Support Engineer Job Description

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

## Responsibilities for level support engineer

* Collect diagnostics (logs, dumps)
* Responsible for all aspects of spacecraft operations, mission planning and/or monitoring and trending the on-orbit spacecraft telemetry looking for adverse trends that could affect operations, planning and execution of all required spacecraft maintenance and recovery from spacecraft anomalies
* This position will coordinate with management and peers to ensure the integrity of high quality operational products, including procedures, tools, detailed event logging, and system configuration
* Responsible for diagnostics, analysis, capture of units, thorough technical documentation, highly developed communication and soft skills, possible elevation to third level resources
* Participate in the day-to-day operations of handling Technical Service requests from Sales, Distributors, PM, and external customers using AMR/AMI systems with the expectancy of a minimum of 8 to 10 support calls a day
* Provide engineering support for operations, supply chain, quality, technical publications and program management
* Update engineering documentation through Engineering change orders and Document Change notices
* Provide level-1/2 technical support to the end user systems including application installation and configuration, troubleshooting, debugging for peripherals and other desktop computing requests
* Configure and install client hardware such as laptop and desktop systems for Windows and MAC
* Manage ticketing system, triage and resolve incident tickets according to the published SLAs

## Qualifications for level support engineer

* 5 years, or more, experience of supporting media infrastructure, including networking, IPT, video conferencing and associated protocols, SIP
* Experienced in ITIL best practices desirable
* A+, N+, MCITP MCSA (Windows 10 and Office 365) are required
* At least 7 years of experience working with Microsoft windows operating systems, end user applications and back office infrastructure
* Degree in Computer Science, Engineering or any IT related field
* Working knowledge with database concepts and programming languages like Java, C++, .NET