Downloaded from <https://www.velvetjobs.com/job-descriptions/level-support-engineer>

# Example of Level Support Engineer Job Description

Our company is looking for a 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

* Provide support to employee on and off boarding process
* Manage incident response phone bridge and facilitate post mortems for outages
* Demonstrate knowledge and proficiency in setup, configuration and troubleshoot for Windows, MAC OSX systems, and mobile devices
* Strong customer service and communication skills, written and verbal, for supporting end users globally
* Hard working and flexible with day and evening work schedule assigned
* Act Independently and be self-motivated
* Review manuals, release notes, and patch documentation for possible issue resolution - including verification of product and platform compatibility
* Provide in-depth technical assistance for all customers on all products sold by the client or client's Reseller partners
* Provide problem isolation and product specific defect determination
* Perform Lab recreation of reported problems

## Qualifications for level support engineer

* Demonstrated knowledge of Quality, Tools and processes
* Good networking skills in a global environment
* Ability to visit customer sites
* Interest in learning quickly
* Work with IT project teams during planning and execution phases
* Monitor and process user tickets regarding Active Directory specific requests (Group memberships, logon issues)