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# Example of Line Support Engineer Job Description

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

## Responsibilities for line support engineer

* Maintain / support the Entrust platform / servers
* Maintain / support the Entrust switch and Wi-Fi infrastructure (desirable, but not essential)
* Produce supporting procedures for IT initiatives for the Entrust services
* Ensure appropriate set of design, process and support documentation associated with the current and future Entrust IT is created and maintained
* Keep abreast of developments in Information, Communication and Audio Visual Technologies particularly looking for innovative and efficient ways to improve services and develop systems used in the Entrust corporate environment
* Writing Software for our Automate Lab Automation System, a complex Software used to control Robots, servicing the device and also interacting with the User
* Support customer SAP and database systems, keeping them alive!
* Investigate, and solve issues related to SAP application and database
* Basic planning and work distribution
* General communication in the name of team with our customers regarding technical problems

## Qualifications for line support engineer

* 2 years minimum experience in-depth technical experience such as Tier 3 technical support, software development, or back-end web development
* Proven experience in a related role
* Proven ability to successfully motivate self and others
* Committed to customer focused service delivery
* Committed to working flexibly to cover the duties of the service
* Ability to build successful relationships