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# Example of Line Support Engineer Job Description

Our growing company is searching for experienced candidates for the position of line 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 line support engineer

* Coordinates extensively with other UAL operational groups to ensure airworthiness, safety, regulatory compliance, warranty liaison, operational reliability and efficiency
* Eyes on glass monitoring, raising tickets for each event
* Managing multiple monitoring tool views
* Incident escalation to the second level team and follow the defined process
* Timely response to e-mails and requests
* Attend team meetings, conference calls
* Identify and highlight any issue with process
* Initiate, coordinate, and at times lead recovery call for critical incidents
* Implement improvements to existing processes/procedures, ensuring performance targets are met in the business area
* Supporting the Samsung Knox Platform for pre and post sales queries (Training will be provided)

## Qualifications for line support engineer

* General IT knowledge (Windows environment, web applications, understanding system architecture)
* Experience in installation of web application and configuration of IIS
* Must hold a valid UK driving licence as some UK travel may be required
* Managing multiple citrix and vdi farms (monitoring, housekeeping, changing, app releasing and many other BAU tasks)
* Developing and integrating of key technology solutions
* Support must be provided in Russian