



Example of Line Engineer Job Description

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Our company is growing rapidly and is hiring for a line engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for line engineer

- Application support for international clients
- Troubleshooting basic application issues and resolving incidents and service requests
- Concept, planning and execution of releases and change requests
- Reports creation
- Support clients using our VoIP (SIP) services
- Offer support for connectivity services via third-party suppliers
- Report faults to third parties as required and ensure contact is maintained between all parties
- Ensure tickets are dealt with and partners responded to within Service Level Agreement
- Liaise with partners and suppliers in a professional manner
- Take ownership of customer issues reported and see tickets through to resolution

Qualifications for line engineer

- Experience of working in a helpdesk environment is desirable but not a 'must-have'
- Be able to work well as part of a team on your own
- Demonstrate the ability to troubleshoot problems methodically
- Quick learner and someone who shows a willingness to take on issues so they may improve their own knowledge

