



# Example of Line Engineer Job Description

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Our growing company is looking for a line 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 engineer

- To join planning and update calls for the project and to be part of the core team delivering the new solution to our UK business
- To assist with out of hours activities such as patching, and upgrades in order to maintain and upgrade the Thin Client environment
- Take incident calls via the telephone
- Fault diagnosis with the end user and the provision of help and advice
- Log fault calls onto Mitel's SAP service management system using defined procedures to ensure accuracy in the recording of fault data
- Update faults recorded on SAP with progress information and brief customers
- Escalate incidents to other Engineering teams or 3rd Parties following defined procedures
- Maintain and develop technical awareness of Mitel service offerings
- Requirements capture and management
- Work with Lead Engineers to model configuration, usage, and product variability

## Qualifications for line engineer

- Degree in Computer Science / Science preferred
- CCNP/CCIP/ALU/Juniper Certification
- Service restoration for complex faults (Technology & Solution based)

- Root Cause analysis for complex major incidents & escalated faults