



Example of Line Engineer Job Description

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Our company is growing rapidly and is looking for a line engineer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for line engineer

- Model, develop, test, and deploy new content and functionality supporting System Engineering and our Global Vehicle Engineering community
- Provide support to users in engineering (troubleshoot tool issues, coach & mentor users)
- Participate in the established forums for tool development
- Assist with the pulling together of any ASR's and act as technical subject matter expert
- Manage technical projects associated with Exit
- Work with on-site 3rd line engineer to manage ALL Infrastructure related Incidents and requests within agreed SLA's
- Have technical responsibility for the management and resolution of all major incidents and significant outages communicating progress in a timely fashion with the service delivery manager and service desk
- Proactively perform systems administration activities such as performance tuning, data management, and capacity management
- Support and monitoring of all Storage systems (NetApp) and backups
- Feed into and update the risk register

Qualifications for line engineer

- Where required, provide 24x7 3rd line support
- Supports for complex Provide & Change activities
- Where required, support new technology, service & solution acceptance from into 3rd line support

- Experience of delivering IT changes through their full release cycle