**IT Service Desk Engineer**

We are one of the leading ICT businesses in the region working with local businesses and schools.

Working closely with your team and the Technical Services Manager, you will be predominantly based in our fantastic Cambridge office. There may be times when you will be required to attend a customer’s site to carry out their pre-booked site visit.

As a Service Desk Engineer you will act as the first point of contact for our IT Managed customers which consist of businesses and schools. Industry leading software will be at your disposal, to log the support calls and perform remote access.

The primary objective of this role is to provide first time resolution of the issues the customer is experiencing. This will be achieved by troubleshooting, diagnosing and resolving problems at the first point of contact and/or escalating the fault to one of our Snr Engineers to investigate further and help resolve the issue.

Throughout this process you will remain the single point of contact with the customer, maintaining ownership of the original fault and acting as the main point of contact between the customer and Breathe, but providing timely updates and ensuring the fault is given the correct level of priority.

**To be considered for this role, you should have good experience in:**

* Desktop Support
* Networks (Physical and WIFI)
* Current Microsoft Desktop and Server Technologies
* Group Policy
* Microsoft Azure
* Experience of Office 365 **(ideally SharePoint as well)**
* Virtualisation Technologies

**Responsibilities Include:**

* Dealing with incoming faults in a professional and courteous manner over the phone and via email
* Taking ownership of faults and managing them in a logical and methodical manner
* Correctly logging incidents and faults, categorising and prioritising them in line with team procedures
* Conducting full and thorough diagnostics with the end users to enable first point of contact fault resolution
* Ensuring all faults are progressed and cleared within the SLA’s - escalating to other internal and external teams as appropriate
* Managing faults through their entire lifecycle from the first point of contact through to resolution, proactively keeping the customer informed of progress
* Identify and escalate repeat issues or service risks into service management teams
* Sharing knowledge with team colleagues
* Manage a number of scheduled tasks for customers, designed to ensure that the customers systems remain operational

**Skills & Experience Required:**

* Have solid experience in a helpdesk or technical support environment
* Minimum of 3 years’ current experience
* Fluent in English (written and spoken)
* The ability to liaise and communicate confidently and professionally with customers and colleges
* Must be able to demonstrate the ability to trouble shoot and do what it takes to resolve a problem
* Highly organised and able to work on your own initiative to complete the range of tasks required

We invest in our team, create a fantastic working environment and provide an opportunity for an IT Professional to become the best they can be.

**You must have a valid and clean driver’s licence, and the ability to pass a DBS check as you will be working with sensitive data and the education sector.**

**What’s in it for you:**

Great working environment and team

Personal Development Plan (Technical Mastery Programme)

Competitive salary

Annual Leave 31 days (includes 8 bank and public holidays) with increase over years of service

Company Mobile Phone

Medical Plan

Company Pension Scheme

Company Sick Leave Scheme

Financial Bonuses

Birthday Treats

**LOCATION:** Girton, Cambridge, CB3 0QH

**JOB TYPE:** Permanent - Full Time

**START DATE:** As soon as possible

Please send your CV to careers@breathetechnology.com