**IT Support Engineer (2nd Line) – Desktop & Microsoft 365 Specialist**

**Location:** Cambridge with travel to local customer sites
**Salary:** Competitive, plus benefits
**Job Type:** Full-time, Permanent

**Why Join Us?**

At **Breathe Technology** we don’t just offer jobs – we offer careers and being part of something special. If you’re an **IT problem-solver** who thrives on **helping people** and enjoys working with the latest technology, this is your chance to grow with a **supportive and innovative team**.

Join a **dynamic, modern and forward thinking environment** where your ideas matter, your skills will evolve, and you’ll be part of a company that values **your contribution**.

**What You’ll Do**

As an **IT Support Engineer (2nd Line)**, you’ll be the go-to expert for resolving technical issues, ensuring our customers stay productive and stress-free. Your expertise in **Microsoft 365, Windows, and desktop support** will be crucial in keeping our systems running smoothly.

**Key Responsibilities**

* Provide **2nd Line support** for Microsoft 365, Windows, and desktop-related issues
* Remotely troubleshoot **hardware, software, and network** problems effectively
* Manage and resolve escalated support tickets, ensuring customer satisfaction
* Assist in **onboarding new users**, including setting up accounts and devices
* Support Office 365 applications, including **Teams, SharePoint and Exchange**
* Maintain and update IT documentation
* Work closely with **senior engineers and IT managers** on infrastructure improvements
* Deliver **exceptional customer service**, keeping non-technical users confident and informed
* Perform site visits to our customer sites. We have a great balance between time in the office and visits to customers

**What We’re Looking For**

We believe in hiring for **potential**, not just skills. However, we do need a minimum of 2-3 years in a similar role.

If you tick most of these boxes, we’d love to hear from you:

* **You must be a UK resident and reside within a 1 hour commute from the Cambridge office**
* 2 Years minimum **experience** in IT support, ideally in a **2nd Line role**
* Full UK Driving License
* Must qualify for DBS (Disclosure and Barring Service) Certification – we will pay for the certification
* Strong knowledge of **Microsoft 365, Windows 10/11 and Active Directory**
* Ability to troubleshoot and resolve **desktop, network and application issues**
* Familiarity with **ticketing systems (e.g. ServiceNow, Freshdesk, Zendesk)**
* Excellent **problem-solving skills** and a logical mindset
* Strong **communication skills** – ability to explain tech to non-tech people. As we work in schools you must be fluent in spoken and written English
* Passion for **learning and professional growth**

**Nice-to-Have (But Not Essential)**

* Experience with **Azure AD, Intune, Group Policy & SharePoint**
* Any IT certifications (CompTIA, Microsoft, ITIL)
* Basic networking knowledge (DNS, DHCP, VLANs)
* Interest in Cyber Security
* Experience of working within the Education Sector

**Why You’ll Love Working Here**

* **Great work environment and supportive team**
* **Competitive salary**
* **31 days of annual leave** (including 8 bank and public holidays)
* **Holiday Loyalty Scheme** (additional holiday entitlement increases with time served, starting at your first anniversary and then every second year)
* **Private Medical plan**
* **Company pension scheme**
* **Birthday treats and recognition**
* **Personal Development Plan (Technical Mastery Programme)** - We invest in training, certifications and mentorship to support your career growth
* **Supportive Team** – Work with experienced engineers who want to see you succeed
* **Work-Life Balance** – We value flexibility and wellbeing
* **Tech-Forward Environment** – Use the latest tools and tech to enhance your skills
* **Recognition & Rewards** – Your hard work won’t go unnoticed

**Ready to Take the Next Step?**
Join our team and become part of a company that values innovation, teamwork, and professional growth. If you’re ready to make a difference and advance your career, we’d love to hear from you!

Apply today and be part of a vibrant community that’s shaping the future of IT Support.

Please send your CV to careers@breathetechnology.com