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

📍 **Location:** Cambridge
💰 **Salary:** Competitive, plus benefits
⏳ **Job Type:** Full-time, Permanent

**🚀 Why Join Us?**

At **Breathe** 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 team stays 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:

✔️ 2 Years minimum **experience** in IT support, ideally in a **2nd Line role**

✔️ Driving License

✔️ 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
✔️ Passion for **learning and professional growth**

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

🔹 Experience with **Azure AD, Intune or Group Policy**
🔹 Any IT certifications (CompTIA, Microsoft, ITIL) – but don’t worry, we’ll help you get certified!
🔹 Basic networking knowledge (DNS, DHCP, VLANs)

🔹Interest in Cyber Security

**🎯 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)

🔹 **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