breathetechnology
support | cloud | security | infrastructure | comms

IT Service Desk Analyst/Engineer (Level 2 & 3 Roles Available)

Location: Cambridge based
Salary: £25-£33K per annum
   Medical Plan, Pension, Mobile Phone, Paid Training, Special Birthday Bonus, 23 Days Annual
   Leave (excluding bank holidays) Holiday Loyalty Scheme
Job Type: Full-time, Permanent

Why Join Us?

Breathe Technology is one of the regions longest standing IT & Cyber Security providers to businesses and schools since 2003.

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

Working closely with your team and the Technical Director, you will be predominantly based in our fantastic Cambridge office. There may be an opportunity to progress into a more senior role which includes customer site management and visits, this is optional.

As a **IT Service Desk Analyst/Engineer (2nd or 3rd Line)**, you will act as the first point of contact for our IT Managed Services customers, consisting 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.

Breathe only provides level 2 & 3 services.

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.

What We're Looking For

We believe in hiring for **potential**, not just skills. However, we do need a minimum of 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**
- 3 Years minimum **experience** in IT support, ideally in a **2nd or 3rd 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 Office 365 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**

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

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