**breathe**technology
support | cloud | security | infrastructure | comms

# IT Support Technician/Engineer (Level 2 & 3 Roles Available)

**Location:** Cambridge based with some travel to local customer sites (good balance)
**Salary:** £29-£34K 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

As an **IT Support Technician/Engineer (2nd or 3rd 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. Each of our customers are allocated a dedicated team from Breathe, meaning you will become their go to expert.

## Key Responsibilities

- Provide **IT 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**
- Ensure to do updates, keeping systems running smoothly
- 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 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**

## 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