Senior IT Support Technician – Level 3(Cambridge based)

Location: Cambridge with travel to local customer sites
Salary: Competitive, plus benefits
Job Type: Full-time, Permanent
Start Date: As soon as possible

What We're Looking For

We are looking for a **Senior IT Support Engineer (3rd Line)** that has **3-5 years'** experience in any of these capacities: Senior ICT Support Technician; MSP Level 3 engineer, System Administrator, Lan Admin, IT Manager, or as an Infrastructure Support Engineer to join our Cambridge based Support Team.

We believe in hiring for **potential**, not just skills. However, we do need a minimum of **3-5 years** in a Technical hands on role that included support and installation work. You need to be able to put a network together, build servers and deploy Office 365 including Sharepoint.

In addition to above, we require the following:

- **You must be a UK resident and reside within a 1 hour commute from the Cambridge office**
- 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**
- **Be a team player.** The rest of our team also have a very strong skillset and are great people

Nice-to-Have (But Not Essential)

- Experience with **Azure AD, Intune, Group Policy**
- Any IT certifications (CompTIA, Microsoft, ITIL)
- Basic networking knowledge (DNS, DHCP, VLANs)
- Interest and ideally experience in Cyber Security

Why You'll Love Working Here

- **Great work environment and supportive team**
- **Modern high end office space**
- **Real supportive family type of environment**
- **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

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 a **Senior 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 and 3 Line support** for Microsoft 365, Windows, and desktop-related issues
- Provide support and projects at the customer sites
- 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
- Support younger members of the team

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