

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?

Founded in 2003, **Breathe** is one of the region's longest-standing MSPs, with a strong reputation in both the business and education sectors.

We pride ourselves on our friendly team culture, professionalism, supportiveness, collaboration, and commitment to excellence.

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

