

IT Service Desk Engineer

Second Line Support

Company: Breathe Technology

Location: Cambridge, predominantly office based with some travel to client sites

Job type: Full-time, permanent

Salary: £25,000–£33,000 per annum, depending on experience

About Breathe Technology

Breathe Technology has provided IT and cyber security services to businesses and schools since 2003. We help our customers keep their systems running reliably, resolve technical problems and make effective use of technology.

We're looking for an IT Service Desk Engineer to join our team, providing second-line support and taking ownership of customer issues through to resolution.

Experience supporting IT in schools, colleges, academy trusts or other education settings would be particularly welcome, but is not essential. If you bring strong technical skills, clear communication and a practical approach to helping people, we'd like to hear from you.

About the role

Working alongside our service desk team, senior engineers and Technical Director, you'll support customers across both business and education environments.

You'll handle incoming requests and escalated issues, investigate hardware, software and network problems, and keep customers informed throughout. You'll resolve issues within your expertise and involve senior engineers or external suppliers when further support is needed, while retaining ownership of the ticket.

You'll be predominantly based at our Cambridge office, with some travel to client sites to provide hands-on support. This offers the opportunity to build relationships with customers and develop your experience across different IT environments.

What you'll do

- Provide second-line IT support by telephone, email, remote access and during client site visits.
- Troubleshoot and resolve issues affecting Windows devices, Microsoft 365 applications, user accounts, hardware and network connectivity.
- Support Microsoft 365 services, including Outlook, Teams, Exchange and SharePoint.
- Set up and maintain user accounts, permissions and devices, including onboarding new starters.
- Log, categorise and prioritise tickets accurately, working to agreed service levels and customer needs.
- Manage tickets from initial contact through to resolution, providing clear updates and confirming that issues have been resolved.
- Escalate complex faults with clear diagnostic notes and details of the steps already taken.
- Carry out scheduled maintenance and updates to help keep customer systems operational.
- Maintain useful technical documentation and share solutions with colleagues.
- Identify recurring faults and service risks, and work with senior engineers to improve reliability.

Essential skills and experience

- At least three years' experience in IT support, with the ability to troubleshoot independently at second-line level.
- Strong practical knowledge of Microsoft 365, Windows desktop environments and Active Directory.
- Experience diagnosing desktop, application, hardware and network connectivity issues.
- Familiarity with service desk ticketing systems and managing several support requests at once.
- A logical, methodical approach to troubleshooting, with clear records of investigations and solutions.
- Strong spoken and written English, with the ability to explain technical issues clearly to people with different levels of IT confidence.
- A customer-focused approach, patience and a willingness to take responsibility for seeing issues through.
- The ability to work collaboratively, recognise when to escalate and learn from colleagues.
- The ability to attend our Cambridge office reliably and travel to client sites when required.
- A full UK driving licence.

Desirable experience

You do not need every item below to apply:

- Experience working in an education IT team or supporting schools, colleges or academy trusts through an IT provider.
- An understanding of the priorities of education settings, including minimising disruption to teaching and learning.
- Experience with Microsoft Entra ID, Intune, Group Policy or SharePoint administration.
- Knowledge of DNS, DHCP and VLANs.
- Experience supporting multiple customers in a managed IT services environment.
- Relevant Microsoft, CompTIA or ITIL certifications.
- An interest in cyber security and developing secure working practices.

As we support schools, the role is subject to satisfactory DBS checks appropriate to the work. Breathe will cover the cost.

What we offer

- £25,000–£33,000 per annum, depending on experience.
- 23 days' annual leave plus bank holidays.
- A Holiday Loyalty Scheme, with additional leave linked to length of service.
- A private medical plan and company pension scheme.
- A company mobile phone.
- Paid training and support for relevant certifications.
- A personal development plan through our Technical Mastery Programme.
- Mentoring and support from experienced engineers.
- Birthday treats and recognition.
- Opportunities to develop your technical expertise and progress within the team.

How to apply

Send your CV to careers@breathetechnology.com, with a short note about your relevant IT support experience.

If you have worked in education, tell us about the environments you supported and the responsibilities you held. Applicants from other sectors are equally welcome.