

2nd / 3rd line engineer – Keswick, Cumbria



Ready to join a long-established and trusted Lake District IT & Website Development Company with arguably one of the best office views in the UK?

We are looking for a talented 2nd / 3rd line engineer to join our amazing engineering team.

Role info:

2nd Line / 3rd IT Support Engineer

Keswick, Lake District / Remote Flexibility

£30,000 - £37,000 depending on experience.

Who we are:

We are an IT & Digital Services company, covering managed services contracts, servers and network installations, wired & wireless networks, VOIP and website design and hosting.

KCS offices are located in the Lake District National Park, with stunning views overlooking the breathtaking Skiddaw Massif and beyond. The area is a hub for top-class outdoor activities with some of the finest walks and outdoor goings-on in the country.

This role is physically based at our office just outside Keswick and there is flexibility to allow for 1 to 2 days of remote working.

The 2nd / 3rd Line IT Support Engineer role:

A Managed Service Provider (MSP) is a special type of IT support company. Unlike a network administrator who may get to perform one network upgrade every three years, our engineering team performs multiple network upgrade projects every year. It is essential that our team keep current with the latest industry software and cloud services stacks and can complete these network projects on time and on budget.

You will be working within a team supporting a wide range of servers, networks and services from small to medium-sized businesses whilst keeping up to date with IT technologies. The position also involves supporting peers and juniors in their roles.

Key Responsibilities:

- + Designing, quoting, implementing and supporting of Windows Server infrastructures and associated networks / backup solutions including cloud solutions when required.
- + Contracting incident/change support for our regional Cumbrian and further afield client base involving support via telephone, remote and on-site methods.
- + Working to NCSC's Cyber Essentials v3 specification as a minimum-security standard.

About you:

Essential Technical Experience

- + Three or more years of IT support experience.
- + Demonstrable troubleshooting skills that range from user desktop support to server and cloud services.

- + Experience with Windows Server 2016/19/22, Remote Desktop Services, Hyper-V, and Active Directory.
- + Desktop support including email clients, and internet connection troubleshooting.
- + Office software, printer installations, and general problem diagnostics procedures.
- + Use of currently supported Microsoft Desktop and Server Operating Systems and M365 cloud platforms.
- + Backup, Continuity and Disaster Recovery (BCDR) solutions and restoration procedures.
- + Fundamental knowledge of IP networks.

Desired Technical Experience

- + Experience with MSP software such as ConnectWise Manage / Ninja RMM.
- + Exposure to HP desktop/laptop and server platforms. Hands-on working knowledge of server hardware, RAID etc.
- + Wi-Fi networks including point-to-point Wi-Fi links.
- + VoIP telecommunications exposure.
- + Knowledge of IP networks
- + Knowledge of one of the mainstream firewall/networking brands – Draytek, Fortinet, Cisco, Ubiquiti etc.
- + Knowledge of Veeam, ShadowProtect, Datto, and ESET solutions would be a bonus.

Non-Technical Skills

Essential Skills

- + Good planning, follow-through, and documentation skills.
- + Adaptable interpersonal skills as you will be dealing with customers in all positions from the board level downwards.
- + Capability to autonomously self-assign workloads and schedule others as part of the team.
- + Well presented alongside good written and verbal English skills.
- + Full valid UK driver's licence.

Desired Skills

- + Ability to work from home using equipment assigned by us
- + Recent Microsoft or industry certifications and a willingness to upgrade certifications and partake in continued personal development.