Job description

Technical Engineer (2nd or 3rd Line)

Location: Braithwaite, Keswick, Cumbria
Hours: 40 hours per week, Hybrid flex, 3-4 days in the office per week.

Job Types: Full-time, Permanent

Pay: £27,000.00-£37,000.00 per year, negotiable depending on experience

We're looking for a skilled and motivated Technical Engineer to join our team near Keswick in the Lake District. Our office has one of the most scenic views in the UK, and we pride ourselves on offering a friendly, supportive work environment with flexibility built in.

You'll work across a wide range of technologies, supporting clients with everything from cloud solutions and VoIP systems to infrastructure projects and cyber security. It's a varied and rewarding role, perfect for someone who enjoys solving problems and getting stuck into real, hands-on engineering work.

What you'll be doing

- Providing 2nd and 3rd line support for servers, networks, cloud platforms and VoIP systems

- Designing, quoting and delivering Windows Server infrastructure and backup solutions

- Supporting clients remotely, by phone and on-site throughout Cumbria and beyond

- Keeping systems secure and up to date with strong cyber security practices

- Working closely with other engineers and helping to support junior team members

What we're looking for

Essential skills:

- Strong troubleshooting experience across Windows Server, Active Directory, Hyper-V and Microsoft 365

- Good understanding of networking fundamentals

- Solid knowledge of backup, continuity and disaster recovery solutions

- Great communication skills and a proactive, client-focused attitude

- A full UK driving licence

Desirable skills:

- Experience in IT support (ideally 3 years or more)

- Familiarity with VoIP systems and MSP tools such as ConnectWise or NinjaRMM

- Exposure to firewalls such as Sophos, Cisco or Ubiquiti

- Experience with Datto, Veeam, ShadowProtect, ESET

- Industry certifications and a willingness to continue learning

Why join us?

We're a well-established IT and web services company with a strong client base across the region and beyond. Our team handles everything from managed services and cloud platforms to networking and web hosting. We value quality work, knowledge sharing and a good work-life balance.

If you're looking for a role where you can grow, contribute and work with a great team in a stunning location, we'd love to hear from you.