



iT 365

2nd Line Engineer

Title of Role

Location: Warrington

Salary: £30,000.00 - £40,000.00 per year

Department: Service Desk

Reports to: Service Desk Manager

About IT365

IT365 is a long-established, fast-growing managed service provider supporting organisations across the UK and internationally. For over 15 years, we've helped businesses operate smoothly, stay secure, and remain productive with proactive, reliable IT services.

We're entering an exciting new chapter. As part of our evolution, we've refreshed our brand, strengthened our technology stack, and introduced clearer, value-driven services packages designed to give customers more confidence, clarity and, measurable outcomes. These updates reflect our commitment to continuous improvement and our drive to deliver technology that genuinely makes life easier for the organisations we support.

Our teams are passionate about technology and committed to client success building long-term partnerships through expertise, transparency, and proactive communication. With structured onboarding and clear pathways, we deliver consistent, accountable high-quality support. As we continue to grow, our focus remains the same: providing peace of mind, enabling shared success, and become a valued extension of our customers' team.

Our Mission

To exist to ensure our customers' operations run smoothly, so they can focus on what matters most – with peace of mind built into every solution.

Our Vision

To be the trusted IT partner that grows with our customers, locally and globally. Making their lives easier, enabling shared success, and becoming a valued part of their team.

Role Overview

As a 2nd Line Engineer at IT365, you will deliver high-quality technical support across a diverse range of client environments, ensuring systems remain stable, secure, and performing at their best. Acting as the primary escalation point from 1st Line, you will take ownership of more complex issues, diagnosing, resolving, and communicating them effectively. The role is hands-on, involving infrastructure support, advanced troubleshooting, and project assistance, with a strong focus on maintaining smooth day-to-day operations for our customers.

This role is well suited to someone who thrives in a fast-paced MSP environment, enjoys working across multiple technologies, and takes pride in delivering excellent customer outcomes. You will work closely with the wider service and projects, contributing to continuous improvement and helping customers get the most from their IT systems. As a trusted technical expert, you will play a key part in providing peace of mind through reliable, well-designed solutions and a consistently high standard of service.

Key Responsibilities

Technical Support & Issue Resolution

- Provide 2nd line support across client environments, resolving escalated and complex issues.
- Take ownership of user problems, ensuring timely resolution and clear communication throughout.
- Maintain a high level of customer service and professionalism in all interactions.
- Log and manage service tickets, ensuring accurate documentation and updates.
- Liaise with clients, colleagues, and third-party vendors to troubleshoot and resolve issues.

Maintenance and Monitoring

- Perform regular maintenance of client networks, systems, and services using RMM tools.
- Monitor system performance and proactively identify areas for improvement.
- Ensure IT infrastructure meets client needs and supports business continuity.
- Evaluate and implement technical solutions that enhance client environments.

Innovation and Continuous Improvement

- Identify opportunities to improve service delivery and introduce technical advancements.
- Stay up to date with emerging technologies and attend relevant training to build expertise.
- Support onboarding of new clients and contribute to smooth service transitions.

Qualifications & Experience

Essential

- Minimum 3 years of IT support experience in a multi-client, MSP environment.
- Strong background in desktop support, help desk operations, and infrastructure troubleshooting.
- Proficiency in Microsoft 365, Cloud services, VPNs, Firewalls, Windows OS, and desktop applications.
- Excellent communication and customer service skills, with a proactive approach to problem-solving.
- Microsoft certification

Desirable

- Experience with ConnectWise or similar ticketing systems.
- Familiarity with RMM tools and remote support platforms.
- Ability to manage multiple tasks and prioritise effectively.
- Strong documentation and reporting skills.
- Passion for technology and continuous learning.

What You'll Love About Working Here

- Company pension
- Free on-site parking
- Your birthday off
- Annual training budget
- 28 days' holiday including bank holidays
- Opportunities for structured progression within our tiered support model
- A culture built around trust, shared success, and a forward thinking team.

How to Apply

Send your CV and a short introduction to: recruitment@itsupport365.co.uk