



iT 365

3rd Line Engineer

Title of Role

Location: Warrington

Salary: £40,000.00 - £50,000.00 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 3rd Line Engineer at IT365, you'll provide advanced technical expertise across our client base, acting as their senior escalation point for complex and critical issues within customer environments. You will take full ownership of high-impact technical challenges, applying deep technical knowledge to diagnose, resolve and prevent recurring issues, while ensuring systems remain secure, stable and optimised.

In this senior, hands-on role, you will work closely with the service desk and projects, providing technical leadership, mentoring and guidance to 1st and 2nd Line engineers. You will contribute to project delivery, technical standards, and continuous improvement initiatives, helping shape best practice across the business. This role is ideal for someone who thrives on accountability, enjoys solving complex technical problems, and takes pride in delivering reliable, high-quality outcomes in a fast-paced MSP environment.

Key Responsibilities

Technical Support & Issue Resolution

- Act as the final escalation point for complex, high-impact, and business critical issues.
- Take ownership of escalated incidents, ensuring thorough investigation, root cause analysis and permanent resolution.
- Provide clear, timely, and professional communication to clients and internal stakeholders throughout the incident lifecycle.
- Ensure all incidents, changes and resolutions are accurately documented within the system, including technical detail and lessons learned.
- 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.
- Maintain, support, and optimise client infrastructure, including servers, networks, cloud platforms, and security solutions.
- Ensure client environments align with best practice, security standards, and business continuity requirements.
- Lead or contribute to complex technical changes and upgrades.

Technical Leadership and Continuous Improvement

- Provide technical leadership, mentoring, and guidance to 1st and 2nd Line engineers, supporting skills development and knowledge sharing.
- Contribute to project delivery, including technical design, implementation and handover to service.
- Identify recurring issues and drive continuous improvement initiatives to enhance service quality and reduce incidents.
- Support onboarding of new clients, ensuring technical standards, documentation, and smooth service transitions.
- Stay up to date with emerging technologies and industry best practices, contributing to the evolution of IT365's technical capabilities.

Qualifications & Experience

Essential

- Minimum 3 years of IT support experience in a multi-client, MSP environment.
- Proven experience acting as a senior escalation engineer
- 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.

- At least two Microsoft certification

Desirable

- Familiarity with RMM tools and PSA tools such as ConnectWise
- Experience leading or heavily contributing to projects
- 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 forward-thinking team.

How to Apply

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

IT 365