



iT 365

1st Line Engineer

Title of Role

Location: Warrington

Salary: £28,000.00 - £35,000.00 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 1st Line Engineer at IT365, you will be the first point of contact for customers needing IT support. You will provide responsive, high-quality support across a wide range of client environments, helping users with day-to-day technical issues and ensuring systems remain stable, secure, and working as expected.

This role is focused on delivering a positive support experience, resolving common issues efficiently, and knowing when to escalate more complex matters to the wider technical team. You will play an important role in keeping customers productive, informed, and confident in their IT systems.

This position is well suited to someone who enjoys helping people, works well in a fast-paced MSP environment, and takes pride in delivering excellent service. You will work closely with the wider service desk and technical teams, contributing to smooth day-to-day operations and supporting customers through clear communication, attention to detail, and a proactive approach.

Key Responsibilities

Customer Support & Issue Resolution

- Provide 1st line support to users across a range of client environments.
- Act as the first point of contact for incoming support issues by phone, email, portal, or remote support tools.
- Resolve day-to-day technical issues efficiently, including desktop, application, login, connectivity, and user access problems.
- Take ownership of support tickets from initial contact through to resolution where possible.
- Escalate more complex or higher-risk issues to 2nd or 3rd line support when needed, with clear notes and relevant troubleshooting completed.
- Keep users updated throughout the lifecycle of their issue, ensuring communication is clear, timely, and professional.
- Deliver a high standard of customer service in every interaction.

Ticket & Service Desk Management

- Log, categorise, prioritise, and manage support tickets accurately within the PSA.
- Maintain clear and detailed notes on all actions taken, updates provided, and outcomes achieved.
- Ensure tickets are progressed in line with service levels and internal processes.
- Monitor ticket queues and follow up on outstanding issues where required.

- Support the smooth running of the service desk by keeping work organised and well documented.

User Setup & Routine Administration

- Assist with routine user administration tasks such as password resets, account setup, permissions, and device configuration.
- Support onboarding and offboarding activities for customer users.
- Carry out standard setup tasks for laptops, desktops, mobile devices, and business applications.
- Help maintain user access, system records, and core support documentation.

Monitoring, Maintenance & Prevention

- Support regular checks across customer environments using monitoring and support tools.
- Identify recurring issues and flag trends that may need deeper investigation or proactive improvement.
- Assist with routine maintenance tasks to help keep systems secure, stable, and reliable.
- Escalate concerns where issues suggest wider risk, repeated failure, or the need for preventative action.

Team Support & Continuous Improvement

- Work closely with 2nd Line Engineers and the wider technical team to ensure issues are handed over effectively.

- Contribute to internal documentation and knowledge sharing to improve consistency and speed of support.
- Support the onboarding of new customers by helping ensure a smooth service transition.
- Take part in training and continuous learning to build technical knowledge and service capability.
- Look for opportunities to improve customer experience, team efficiency, and service quality.

Qualifications & Experience

Essential

- Previous experience in an IT support or service desk role, ideally within an MSP or multi-client environment.
- Good understanding of desktop support, user administration, and common IT support processes.
- Experience supporting Windows devices, Microsoft 365, email, printers, and general business applications.
- Basic understanding of networking, connectivity, and troubleshooting principles.
- Strong communication and customer service skills.
- Good organisation and attention to detail.
- Ability to manage workload effectively and remain calm under pressure.
- A proactive attitude and willingness to learn

Desirable

- Experience using ConnectWise or a similar ticketing system.

- Familiarity with RMM tools, remote support tools, and MSP working practices.
- Exposure to Microsoft 365 administration, SharePoint, Teams, and cloud-based environments.
- Relevant Microsoft or IT support certifications.
- Experience working with documented processes, SLAs, and service targets.

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