



Job Summary – Internal Systems Support Engineer

Location: Lutterworth, UK (max 30-mile commute required)

Reports To: Internal Systems Support Manager

Travel: Occasional travel to US office (Reston)

Purpose of the Role:

Provide 1st and 2nd line IT support across Intercede's UK and US offices, ensuring high system availability and user satisfaction. Support a range of internal infrastructure including servers, networks, cloud platforms, mobile devices, and corporate systems in line with ISO and ITIL standards.

Key Responsibilities:

- Deliver 1st/2nd line support via the internal service desk
 - Assist with 3rd line support and technical projects under supervision
 - Install, configure, and maintain IT hardware, software, and networks
 - Manage service requests and incidents in line with SLAs
 - Liaise with suppliers for IT equipment and services
 - Contribute to internal knowledge base
 - Participate in on-call rota (extended support hours/weekends)
 - Ensure compliance with internal processes and documentation standards.
-

Requirements:

- 3+ years in a similar IT support role
- Strong knowledge of Windows OS/server platforms, networking, VPNs, and mobile devices
- Experience with Linux, OS X, virtualisation (e.g., VMware), backup solutions, Azure/AWS
- Familiarity with ITIL framework and process-driven environments
- Strong troubleshooting, communication, and documentation skills
- Ability to lead by example, mentor junior staff, and manage multiple support cases
- Degree in Computer Science or related field or equivalent experience
- Microsoft certifications (e.g., MCP, MCSA, MCSE) preferred
- UK Driving Licence

Core Competencies:

- Deadline and pressure management
- Planning and organisational skills
- Analytical and creative problem-solving
- Customer-focused communication
- Teamwork, mentoring, and relationship building
- Self-motivated with strong personal drive and initiative
- Excellent written, verbal, and listening skills
- Strong organisational awareness.

Desirable Qualifications:

- Degree in Computer Science, Engineering, or equivalent experience.
- Microsoft certifications (MCP, MCSA, MCSE, etc.)
- Understanding of cybersecurity frameworks.
- Eligible for UK Security Clearance.
- Full UK Driving Licence.

Work Conditions:

- Based in Lutterworth with occasional travel to Bracknell and Reston (US).
- Must reside within 30 miles of Lutterworth for on-site availability.
- Rota-based working hours: 07:30 – 18:30, occasional weekend maintenance, and on-call rota coverage (up to 10:30pm weekdays,