intercede

Job Summary - Internal Systems Support Engineer

Location: Lutterworth, UK (max 45-60 minute commute required)
Reports To: Head of IT
Travel: Occasional travel to US office (Reston) and Bracknell, UK

Purpose:

Provide 2nd/3rd 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:

- Provide front line triage on the Internal Service Desk
- Assist with 2nd/3rd line support and technical projects
- 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:

- 5+ years in a similar IT support role
- Strong knowledge of Windows OS/server platforms
- Strong experience across Microsoft Azure, Entra and Intune
- Strong experience troubleshooting laptops/desktops/mobile devices
- Experience with Linux, OS X, virtualisation (e.g. VMware/HyperV), backup solutions, Azure/AWS
- Experience with networking (Firewall, Switching & Access Points, VPNs) is desirable
- Familiarity with ITIL framework and process-driven environments
- Strong troubleshooting, communication, and documentation skills
- Quick learner and strong collaboration and teamwork skills
- 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.

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Desirable Qualifications:

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

Work Conditions:

- Based in Lutterworth with occasional travel to Bracknell and Reston (US).
- Must reside within 45-60 minute commute of Lutterworth for on-site availability.
- 37.5 hours per week
- Rota-based working hours: 07:30 – 18:30, occasional weekend maintenance, and on-call rota coverage (up to 10:30pm weekdays)