

## Job Overview:

### IT Support Engineer

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|------------------------------------------|----------------------------------------------------------------|------------------------------------------|
| <b>Job Title:</b><br>IT Support Engineer | <b>Location:</b><br>King's Cross, London                       | <b>Company:</b><br>Gratte Brothers Group |
| <b>Reporting to:</b><br>Group IT Manager | <b>Key Stakeholders:</b><br>IT Department, Managers, Employees |                                          |

#### Job Purpose:

The IT Support Engineer plays a key role in delivering outstanding IT services across the Group. While the role includes day-to-day user support and troubleshooting, it is also designed for individuals who want to develop their technical skills beyond traditional service desk activities.

You will work alongside infrastructure engineers, software developers and business stakeholders across a diverse technology estate covering Microsoft 365, Azure, cybersecurity, networking, endpoint management and business applications.

This role provides opportunities to contribute to technical projects, automation initiatives, security improvements and cloud technologies, with a pathway into Infrastructure, Security or Cloud Engineering roles for motivated individuals.

#### Key Areas of Responsibility:

##### User Support & Service Delivery

- Provide 1st and 2nd line support for incidents and service requests.
- Troubleshoot issues affecting desktops, laptops, mobile devices, printers and business applications.
- Deliver excellent customer service whilst maintaining ownership of incidents through to resolution.
- Manage and prioritise workload in accordance with agreed service levels.
- Create and maintain high-quality knowledge base documentation.

##### Microsoft 365 & Cloud

- Support Microsoft 365 services including Exchange Online, Teams, SharePoint and OneDrive.
- Assist with user lifecycle processes including onboarding, permissions and access management.
- Support Entra ID, Intune and device management activities.
- Assist with cloud administration and modern workplace technologies.

##### Infrastructure & Security

- Support server, networking and infrastructure platforms under guidance from senior engineers.
- Assist with vulnerability remediation and cybersecurity initiatives.
- Participate in disaster recovery and business continuity activities.

- Support endpoint security solutions and security monitoring processes.

#### Projects & Continuous Improvement

- Contribute to IT projects and technology rollouts.
- Identify opportunities to automate repetitive tasks.
- Assist with testing and implementation of new technologies.
- Contribute ideas to improve services, processes and user experience.
- Participate in AI adoption and digital transformation initiatives where appropriate.

#### Professional Development

- Develop skills across cloud, infrastructure, networking and cybersecurity disciplines.
- Maintain awareness of emerging technologies and industry trends.
- Work towards relevant Microsoft or industry certifications

***This is a broad overview of the position and does not encompass all aspects of the role.  
Gratte Brothers are an equal opportunities employer and welcome applications from all.***

### **Knowledge & Experience:**

#### Essential

- Experience in an IT support or service desk environment.
- Strong troubleshooting and diagnostic skills.
- Experience supporting Windows 11.
- Experience supporting Microsoft 365 applications and services.
- Excellent communication and customer service skills.
- Ability to manage competing priorities.

#### Desirable

- Microsoft 365 administration.
- Entra ID / Active Directory.
- Intune and endpoint management.
- Networking fundamentals.
- PowerShell scripting.
- Microsoft Azure.
- Cybersecurity technologies and best practices.
- ITIL understanding.
- Experience using AI tools such as Microsoft Copilot.

### **Attributes & Skills:**

- Enjoys solving problems and learning new technologies.
- Takes ownership rather than simply escalating issues.
- Is curious about how systems work behind the scenes.
- Wants to progress beyond traditional support into infrastructure, cloud or security disciplines.
- Communicates confidently with both technical and non-technical colleagues.
- Can balance customer service with technical excellence.
- Brings ideas for improving processes and services.
- Desire to develop your technical career

**Qualifications:**

- A diploma or degree in the field of computer science would be advantageous