



Job Description

1st Line Engineer

Our Values and Goals

Learn, Teach & Grow

The goal of staying at the forefront of technology and continuously improving service delivery directly reflects the value of learning, teaching, and growing. By investing in ongoing training, certifications, and process improvement, this promotes a culture of continuous learning and development within the team.

Empathy

The goal of fostering long-term client relationships and actively listening to clients' needs aligns perfectly with the value of empathy. By prioritising open communication, understanding clients' challenges, and providing tailored solutions, this helps demonstrate empathy and a commitment to addressing clients' unique requirements.

Passion

The goal of delivering exceptional IT solutions and services to help businesses thrive reflects the passion you have for helping people improve through the use of technology. By providing reliable and innovative solutions that drive our clients' success, we showcase our dedication and enthusiasm for leveraging technology's potential.

Teamwork

The goal of delivering high-quality managed services and building strong client relationships requires teamwork and collaboration within our company. By emphasising collaboration, knowledge-sharing, and a team-oriented approach to problem-solving, we encourage a sense of teamwork among our staff.

About Iconology

Iconology Ltd is a growing Managed Service Provider (MSP) based in Kent, delivering modern, reliable, people-focused IT services to a diverse range of businesses. We pride ourselves on being a close-knit, collaborative team guided by four core values:

- **Learn, Teach & Grow** - continuous learning and sharing knowledge
- **Empathy** - truly understanding client challenges
- **Passion** - caring about delivering excellent service
- **Teamwork** - working together to achieve great results

As a small and ambitious business, we rely on team members who take ownership, support each other, and get involved in the wider running of the company.

Role Overview

The **1st Line Engineer** is a core operational role within Iconology's Service Desk. You will act as the first point of contact for client support requests, responsible for triaging incidents, resolving common technical issues, and ensuring an excellent customer experience.

Working within Iconology's cascading responsibility model, 1st Line Engineers aim to resolve issues efficiently at first contact where possible, while escalating appropriately to 2nd Line Engineers when issues fall outside defined scope or complexity.

This role is ideal for engineers who enjoy problem-solving, client interaction, and building strong technical foundations, with a clear progression pathway toward 2nd Line Engineering.

Responsibilities

Service Desk & Incident Resolution

- Act as the first point of contact for client support requests via phone, email, portal, and monitoring alerts.
- Log, categorise, prioritise, and triage incidents accurately in line with company processes.
- Resolve common technical issues relating to end-user devices, operating systems, applications, and basic networking.
- Take ownership of assigned tickets through to resolution or escalation, maintaining clear communication with clients throughout.
- Escalate incidents to 2nd Line Engineers where appropriate, providing clear documentation and context.

Customer Experience & Communication

- Communicate professionally, clearly, and empathetically with clients at all times.

- Manage client expectations by providing timely updates and realistic resolution timelines.
- Represent Iconology positively in all client interactions.

Documentation & Process Adherence

- Maintain clear, accurate, and timely ticket notes and system records.
- Follow standard operating procedures, security policies, and data protection requirements.
- Contribute to improving documentation, knowledge base articles, and service processes.

Team Collaboration & Support

- Work collaboratively with 2nd Line, Junior, and Apprentice engineers to ensure effective service delivery.
- Provide guidance and informal support to Junior and Apprentice engineers where appropriate.
- Share knowledge, fixes, and lessons learned to support team development.

Proactive Support & Continuous Improvement

- Respond to monitoring alerts and carry out proactive maintenance tasks as assigned.
- Identify recurring issues and escalate trends or improvement opportunities to 2nd Line Engineers.
- Support initiatives aimed at reducing repeat incidents and improving service quality.
- Carry out basic on-site technical setup activities, including light physical installation or preparation work (e.g. mounting equipment, making good minor fixings), where required to complete a task to a professional standard.

Professional Conduct & Company Values

- Demonstrate behaviours aligned with Iconology's values of Learn, Teach & Grow, Empathy, Passion, and Teamwork.
- Comply with company policies, health & safety requirements, and responsible working practices.

User of Technology, Automation & AI

Iconology encourages the responsible use of approved automation and AI tools to support troubleshooting, documentation, and service efficiency. 1st Line Engineers are expected to use these tools appropriately to enhance accuracy and productivity, while maintaining accountability for outcomes and adhering to escalation, security, and change control processes.

Skills & Experience

Essential

- Strong interest in IT and a genuine desire to develop a long-term career in the field.
- Good working knowledge of Windows and macOS desktop operating systems.
- Familiarity with Microsoft 365 applications and user administration.
- Basic understanding of networking concepts (IP addressing, DNS, Wi-Fi).
- Strong problem-solving and troubleshooting skills.
- Clear verbal and written communication skills.
- Ability to work effectively as part of a team.
- Good time management and organisational skills.
- Full UK driving licence and ability to travel to client sites when required.

Desirable

- Experience working in a Service Desk or MSP environment.
- Exposure to Active Directory, user account management, and permissions.
- Awareness of cloud platforms such as Microsoft 365 and Azure.
- Entry-level or intermediate IT certifications.

Progression & Development

The 1st Line Engineer role provides a clear progression pathway toward becoming a 2nd Line Engineer.

To support progression:

- Ongoing training and mentoring will be provided.
- Regular performance and development reviews will assess technical growth and readiness to progress.
- Opportunities will be available to expand technical responsibility over time.

Progression is based on:

- Demonstrated technical capability and consistent performance.
- Effective application of troubleshooting and escalation practices.
- Strong documentation and communication standards.
- Alignment with company values and behaviours.
- Business need and role availability.

Working Arrangements & Benefits

- **Hours:** Full-time, Monday-Friday

- **Location:** Primarily office/location-based in Kent with some travel to client sites
- **Out-of-hours:** Occasional planned maintenance or urgent escalations (with notice and TOIL/overtime arrangements)
- **Training & Development:** Company-funded training and support for relevant certifications
- **Career Progression:** Clear progression pathway and opportunities to contribute to technical strategy
- **Holiday Entitlement:** Increased holiday entitlement with length of service
- **Health Cash Plan:** Including dental, optical, prescription costs, and more (available following successful completion of probation)
- **Pension:** Workplace pension scheme (available following successful completion of probation)
- **Bonus:** Discretionary Christmas bonus based on company profitability and individual performance

Other Information

Lastly, we encourage our staff to play further key roles in our ongoing expansion as we build our business, as such there will be plenty of opportunities to progress your career within the company.

- Full-time position based at our office in Kent.
- May require occasional travel to client sites.
- Flexible working hours to accommodate client needs and deadlines.
- Competitive salary and opportunities for professional development and training.
- Collaborative and inclusive work environment.
- Equal opportunity employer.
- Opportunities for career progression within the company.

Equality, Diversity & Inclusion

Iconology Ltd is an equal opportunities employer. We welcome applications from all suitably qualified individuals regardless of race, gender, age, disability, sexual orientation, religion, or background.

Reasonable adjustments are available upon request throughout the recruitment process.