



Job Description

2nd 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

As a **2nd Line Engineer** at Iconology, you will be a key technical escalation point for the Service Desk, resolving more complex incidents across desktop, server, cloud, and networking environments. You will take ownership of assigned work through to resolution, ensuring clear communication, strong documentation, and effective handover where escalation is required.

You will support 1st Line, Junior, and Apprentice team members through guidance and knowledge sharing, while contributing to continuous improvement by reducing repeat issues and improving internal documentation and processes. This role is ideal for an engineer who enjoys problem-solving, working across varied client environments, and developing both technical and service delivery maturity.

Responsibilities

Maintain clear, accurate, and timely documentation, including ticket notes, system records, and knowledge base articles, to support effective service delivery, auditability, and knowledge sharing across the business.

Technical Resolution & Escalation Management

- Act as the primary escalation point for 1st Line Engineers, resolving more complex technical issues across desktop, server, cloud, and networking environments.
- Take ownership of assigned tickets and incidents through to resolution, escalating to 3rd Line where appropriate while remaining accountable for communication, updates, and handover.
- Perform detailed troubleshooting and diagnostics to identify root causes and implement effective fixes.
- Liaise with third-party vendors where required, under the guidance of senior engineers.

Technical Support to the Team

- Provide day-to-day technical guidance and support to 1st Line, Junior, and Apprentice engineers.
- Reinforce correct triage, escalation discipline, and troubleshooting standards.

- Review escalated tickets for quality and completeness before further escalation where possible.
- Share knowledge and practical fixes to support team learning.

Systems Reliability & Continuous Improvement

- Identify recurring issues, service trends, and common failure points across client environments using ticket history, monitoring alerts, and operational experience.
- Take proactive steps to reduce repeat incidents through improved troubleshooting, clearer documentation, and consistent application of fixes.
- Contribute to the refinement of monitoring, alert response, and automation workflows in collaboration with 3rd Line and the Automation Engineer.
- Recommend improvements to configurations, procedures, or service workflows that enhance system stability, security, and service efficiency.
- Escalate systemic issues or improvement opportunities that require architectural or strategic change to 3rd Line for review.

Security & Responsible Working Practices

- Apply security best practices and comply with data protection requirements in all work undertaken.
- Support the implementation of security controls and promptly escalate suspected security risks or incidents.
- Handle client systems, data, and credentials responsibly at all times.

Company Values, Behaviour & Professional Standards

- Demonstrate consistent alignment with Iconology's values of Learn, Teach & Grow, Empathy, Passion, and Teamwork.
- Communicate professionally with clients and colleagues, maintaining a calm, helpful, and solution-focused approach.
- Follow company policies, processes, and operational standards.

Small MSP Team Contribution

As part of a small and growing Managed Service Provider, Iconology values team members who are willing to contribute flexibly to the wider success of the business while maintaining a strong focus on service quality and technical delivery.

In this role, you may be asked to:

- Support internal improvement initiatives, documentation efforts, or service quality reviews.
- Provide technical input for customer-facing materials or discussions when appropriate and within your level of expertise.
- Assist with practical tasks that help the team operate smoothly during busy periods or exceptional circumstances.

These activities are intended to support collaboration and shared ownership, not to detract from your core technical responsibilities.

User of Technology, Automation & AI

Iconology adopts automation and Artificial Intelligence (AI) as standard tools to support efficient problem resolution, service consistency, and continuous improvement. 2nd Line Engineers are expected to actively use approved AI-enabled tools to assist with troubleshooting, root cause analysis, documentation improvement, and the reduction of repeat incidents.

AI should be used to enhance technical judgement, accuracy, and efficiency, not to bypass troubleshooting discipline, escalation processes, or change control. All use of AI must comply with Iconology's security standards, data protection requirements, and acceptable working practices. Accountability for technical outcomes remains with the engineer.

Skills & Experience

Essential

- Strong passion for technology and a genuine desire to excel and grow in the IT field.
- In-depth understanding of computer hardware, software, and operating systems.
- Proficiency in desktop and server operating systems, including Windows and macOS.
- Advanced knowledge of server applications and cloud platforms.
- Exceptional problem-solving and troubleshooting skills.
- Strong communication skills, both verbal and written.
- Outstanding ability to work collaboratively in a team environment, along with supporting 1st Line, Junior and Apprentice staff members, sharing knowledge and upskilling them, as well as working closely with them on workflows and projects to ensure high standards are maintained.
- Excellent time management skills and meticulous attention to detail in maintaining accurate documentation.
- Adaptability to new technologies and a quick learning curve.
- Clean driver's license and access to a vehicle for occasional travel to client sites.

Desirable

- Comprehensive understanding of networking principles and protocols.
- Understanding or experience with virtualisation technologies.
- Experience with cloud platforms and relevant certifications or technical qualifications.
- Prior experience in a technical support role.
- Ability to independently learn and effectively apply new technologies.

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.