



Job Description

3rd 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 **3rd Line Engineer**, you will serve as the senior technical escalation point within the business, resolving complex issues across cloud, server, networking, and security platforms. You will guide and support the 2nd Line, 1st Line, Junior, and Apprentice engineers, following a cascading responsibility model to maintain service efficiency and prevent unnecessary escalations.

You will work closely with the Technical Lead and Directors on infrastructure decisions, solution design, and high-impact incidents, acting as a trusted expert and technical authority within the organisation.

This role combines hands-on technical work, technical leadership, and proactive improvement, ideal for a senior engineer who enjoys variety, ownership, and playing a key role in shaping the technical standards of the business.

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 Escalation & Complex Problem Solving

- Act as the final point of technical escalation for the Service Desk team.
- Take ownership of complex, high-severity, or business-critical incidents, ensuring timely and effective resolution.
- Take ownership of assigned work through to resolution, including appropriate escalation in line with Iconology's processes, while remaining accountable for communication, follow-up, and handover.
- Perform advanced diagnostics across cloud, server, network, security, and application layers.
- Liaise with third-party vendors for deep technical support as needed.
- Conduct root cause analysis (RCA) and propose long-term fixes to reduce recurrence.

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Technical Leadership & Team Support

- Provide day-to-day guidance and mentoring to 2nd Line, 1st Line, Junior, and Apprentice engineers.
- Support correct escalation discipline and reinforce the cascading responsibility structure.
- Review work carried out by lower tiers and provide constructive feedback and coaching.
- Contribute to the growth of team members through training, demonstrations, and knowledge sharing.
- Lead by example in behaviour, professionalism, communication, and technical excellence.

Project Delivery & Technical Ownership

- Lead technical workstreams for infrastructure projects, system migrations, cloud deployments, and security initiatives.
- Assist in planning, scoping, validating, and implementing technical solutions.
- Ensure all solutions adhere to company standards, best practice, and security requirements.
- Provide technical input into solution design and architecture alongside the Technical Lead and Directors.

Systems Stability & Continuous Improvement

- Proactively monitor and assess the health, performance, and resilience of client systems and platforms.
- Identify trends, recurring issues, and systemic weaknesses across the client base, using monitoring data, incident history, and engineering insight.
- Tune, enhance, and evolve RMM monitoring, automation, and alerting to improve early detection, reduce noise, and prevent service disruption.
- Drive continuous improvement of technical documentation, runbooks, and operational procedures to support consistent, high-quality service delivery.
- Recommend and implement improvements to security posture, cloud configuration, backup strategies, and network infrastructure to reduce risk and improve reliability.
- Where appropriate, collaborate with the Technical Lead and Directors to prioritise improvement initiatives based on risk, client impact, and business objectives.

Decision-Making & Strategic Escalation

- Escalate significant technical risks, systemic failures, cybersecurity concerns, or architectural decisions requiring business impact consideration to Directors for review and alignment.
- Provide clear, structured technical recommendations to support informed business-level decision making.
- Act as a trusted technical advisor during critical client discussions or high-impact incidents.

Company Values, Behaviour & Policy Alignment

- Act as a role model for conduct, professionalism, teamwork, and adherence to company values.
- Demonstrate consistent compliance with company policies, security standards, and operational procedures.
- Reinforce good working practices across the team through positive example and guidance.

Small MSP Team Contribution

As a small, ambitious Managed Service Provider, Iconology relies on experienced team members who are willing to contribute beyond their core technical responsibilities to support the wider success of the business.

In this role, you will:

- Provide technical input and support during sales and pre-sales discussions where senior engineering insight is required.
- Contribute to customer-facing technical content, documentation, or guidance when appropriate, supporting client understanding and trust.
- Assist with maintaining a professional, safe, and well-organised working environment, including shared office spaces, storage, and technical areas.
- Use sound judgement and initiative to support practical day-to-day activities that help the business operate smoothly, particularly during busy periods or exceptional circumstances.

User of Technology, Automation & AI

Iconology adopts automation and Artificial Intelligence (AI) as standard tools to support effective problem resolution and continuous improvement. 3rd Line Engineers are expected to actively leverage approved AI-enabled tools to assist with troubleshooting, root cause analysis, documentation improvement, and the reduction of repeat incidents.

AI may be used to inform and enhance architectural decisions but must not replace professional judgement, peer review, or change governance. All AI usage must align with Iconology's security standards, regulatory obligations, and ethical guidelines, with full accountability for design and implementation decisions remaining with the engineer.

Skills & Experience

Essential

- Significant experience in an MSP or multi-client IT environment (typically 3–5+ years).

- Deep technical capability across:
 - Microsoft 365 & Azure / Entra ID
 - Windows Server, Active Directory, Group Policy
 - Apple Mac devices and Apple OS
 - Firewalls, routers, switches, VLANs, VPNs
 - Endpoint Manager / Intune
 - Virtualisation (e.g. Hyper-V / VMware)
 - Backup & DR solutions
 - Security tools and best practices
- Ability to diagnose complex, multi-layered issues with confidence.
- Experience delivering infrastructure projects end-to-end.
- Excellent written and verbal communication, including the ability to communicate complex issues simply.
- Strong organisational skills and ability to manage competing priorities.
- Positive, supportive attitude with a passion for helping others grow.
- Full UK driving licence and ability to travel to client sites.

Desirable

- Exposure to RMM and PSA tools (monitoring, automation, scripting).
- Experience writing PowerShell or automation scripts.
- Vendor certifications (CompTIA, Microsoft, Cisco, etc.)

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
- **Car Leasing Scheme:** Access to the Octopus Business Leasing employee car scheme (following successful completion of probation)

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.