

1st Line Support

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Company: Roma Black Associates

Location: Havant

Category: computer-and-mathematical

1

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Line Support Engineer – Strong progression and development opportunities – Up to £26,000 + benefits - Havant

We have an exciting opportunity for a junior IT support specialist to join a fantastic IT organisation as a 1

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line support engineer.

This person you will play a vital role in providing technical assistance to their customers. We are seeking an individual who is passionate about customer service and technology, possesses strong initiative, and is comfortable seeking assistance when needed. This team value collaboration and mutual support among team members are highly valued to enhance our clients' tech experience.

This position offers clear development and progression opportunities – this would suit

someone who has some 1

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line support skills and is eager to learn and develop into a 2

nd

line role. This company are also committed to investing in upskilling within niche areas of IT if this is of interest to the candidate (aka Cyber Security)

Core Details:

Location: Havant (office-based)

Working Hours: Monday to Friday, 9:00 AM - 5:30 PM

Sit/Stand Desk

Dell XPS laptop with Dell Ultrawide Monitor

Ultra modern tech

Expectations/Responsibilities:

Serve as the primary point of contact for client Help desk tickets and phone calls

Attend client sites as necessary to resolve issues

Set up and install new client equipment

Communicate with customers via in-person meetings, phone, and email

Administer Microsoft 365, including user setup, password management, and security groups

Respond to alerts from Remote Monitoring & Management (RMM) and Endpoint Manager for proactive service

Maintain and update client documentation

Report to the Service Delivery Manager

Experience Required:

Prior experience managing tickets in a service desk, preferably in an MSP company

Efficient workload management within a team, with the ability to escalate when necessary

Familiarity with Microsoft 365 admin centre, including user management, permissions, security groups, and MFA resets

Comfortable communicating with customers via phone

Preferred Qualifications:

Experience in a 1st line support role or recent completion of an apprenticeship in IT

Exposure to technologies such as Microsoft 365 Entrada (Endpoint Manager), Microsoft Azure Portal, remote monitoring tools (e.g., NinjaRMM), and service desk tools (e.g., Freshdesk, Zendesk)

Experience with Windows 10/11 installation and configuration, and Microsoft Office 365

Growth Opportunities:

Exposure to 2nd line support to broaden skillset and experience

Participation in client projects and out-of-hours work

Opportunities for Microsoft certifications and attendance at Microsoft and Vendor events to stay updated on new technologies

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