First line IT support engineer

BREAST CANCER NOW The research & support charity

Directorate
Operations

Team
IT

Reporting manager
Senior IT service manager

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The operations directorate provides professional support services for the organisation. Our role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals. We do this through legal compliance, business planning, people and organisational development, impact evaluation, insight gathering, strategy development, professional dealings with internal and external stakeholders, and by following good business and sector practice.

The role of the IT team is to be responsible for the development, management and maintenance of IT across all Breast Cancer Now offices. This includes the data centre, servers, printers, copiers, applications, telecoms, mobile communications, and IT security.

Job purpose

- Provide first line IT support to staff members based across regional offices as well as external users that utilise Breast Cancer Now systems.

- Provide an exceptional support and training experience to users of Breast Cancer Now systems.

- Serve as the initial point of contact for all IT related incidents, requests and queries, triaging tickets to second line as appropriate.

- Diagnose and resolve IT related incidents, fulfil service requests, and escalate complex problems to the appropriate teams as needed.

- Working with and supporting a catalogue of technologies such as Windows, Microsoft 365, Active Directory, Exchange, Teams, One Drive, MacOS, Mobile Device Management and Video Conferencing.

- Resolve, fulfil and escalate IT tickets in line with established ITIL service management processes and procedures.

Key tasks and duties

- Deliver first-line support by responding to incidents and service requests through phone, email, instant messaging, and the ticketing system, ensuring the highest level of quality and customer service.

- Review, prioritise and triage tickets according to impact and urgency, escalating complex incidents to second line or specialist teams as appropriate.

- Provide user support for a range of technologies such as Windows, Mac OS, Mobile Devices, Microsoft 365 (Outlook, OneDrive, Teams etc), Azure Active Directory, and Exchange Online.

- Administer user lifecycle tasks such as the onboarding and offboarding of staff, user account management, permissions, MFA setup, and device configuration.

- Support device and hardware management, including imaging, deployment, setup, and troubleshooting of laptops, desktops, mobile devices (Android/iOS), printers, and peripherals.

- Deliver remote and in-person technical support to staff at head office, regional offices, and at events, ensuring continuity of IT services wherever users are located.

- Maintain and improve service documentation, including user guides, standard operating procedures, knowledge base articles, and CMDB asset records, ensuring accuracy and relevance.

- Proactively monitor and report recurring issues or trends, helping to identify underlying problems and working with the wider IT team to implement solutions.

- Assist with basic network troubleshooting (e.g. connectivity issues, VPN access, DNS or DHCP problems), escalating more complex issues where necessary.

- Engage with suppliers and third-party service providers to manage warranty claims, hardware replacements, and external service escalations when required.

- Provide training and guidance to users in order to build IT literacy and encourage self-service where appropriate, promoting best practice in the use of Breast Cancer

Now systems.

- Support endpoint security measures, including antivirus, encryption, and vulnerability remediation, escalating concerns as appropriate.

- Adopt a flexible approach in a changing environment and be prepared to travel to any of Breast Cancer Now's offices in Sheffield, Cardiff and Glasgow, working varying hours where needed.

- Adhere to all Breast Cancer Now's policies and procedures.

- Any other duties within the scope and remit of the role, as agreed with your manager.

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience in a similar role or demonstrable, transferable skills acquired from other roles, training or qualifications	x	x
Experience of providing support for Microsoft 365, including Outlook, Teams, OneDrive and Office etc	x	x
Experience of supporting and troubleshooting Windows and Mac devices	x	
Experience of onboarding and offboarding users, including account setup and hardware provisioning	x	
Experience of responding to incidents and service requests using a ticketing system	x	x
Experience of maintaining or updating IT documentation, knowledge bases, or SOPs	x	x
Experience of delivering or assisting with IT training to internal or external system users	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Relevant IT certifications such as Microsoft Certified, CompTIA A+, ITIL Foundation, etc.	x	
Experience of supporting users remotely via tools such as Zoho Assist, TeamViewer, or similar	x	
Experience of administering or supporting telephony systems	x	
Experience of supporting mobile devices via MDM solutions (e.g., Intune, Jamf, Kandji)	x	
Experience with AV equipment, supporting events and hybrid meetings	x	
Experience of working in an ITIL-based service desk environment	x	
Experience of engaging with suppliers and third-party service providers to manage hardware or warranty issues	x	

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Strong verbal communication skills, with the ability to explain technical concepts clearly to non-technical users	x	x
Strong written communication skills, with the ability to create clear and concise support documentation, user guides and ticket updates	x	
Excellent customer service skills with a proactive, user-focused approach	x	x
Ability to prioritise and manage multiple tasks in a busy support environment	x	x
Logical and methodical approach to troubleshooting and problem-solving	x	x
Demonstrate initiative and ownership, following issues through to resolution	x	x
Comfortable working independently or collaboratively as part of a team		x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Willingness to work out-of-hours or travel to regional offices when required		x

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
A foundational understanding of Microsoft 365 and cloud-based collaboration tools	x	x
Basic understanding of networking concepts (e.g., LAN, WAN, IP addressing, DNS, DHCP)	x	
Awareness of Active Directory concepts (e.g., user groups, password policies, OU structures)	x	
Understanding of basic cybersecurity principles such as MFA, phishing risks, and endpoint protection	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Knowledge of ITIL concepts such as incident, problem and service request management	x	
Knowledge of IT asset management best practices, including inventory and lifecycle management	x	
Understanding of best practices in reviewing, prioritising, and triaging IT support tickets	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Infrastructure Team
- Colleagues in the operations directorate
- All other directorates and teams

Key external working relationships

You'll work closely with the following:

- suppliers and vendors, as appropriate

General information

Role location and our hybrid working model	This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.
Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.

| **Our commitment to equity, diversity and inclusion** | We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support. |

How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Find out more about us at
breastcancernow.org

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