

Second line IT support engineer

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 IT support to staff members based across regional offices as well as external users that utilise Breast Cancer Now systems
- Act as an escalation point for more complex incidents and requests that cannot be resolved by first line support
- Provide an exceptional support and training experience to users of Breast Cancer Now systems

- Support a catalogue of digital services, business applications and end-user technologies that underpin day-to-day organisational activity
- Provide coaching, guidance and knowledge sharing to first line IT support engineers, helping to improve capability across the team
- Support the delivery of IT projects and continuous service improvement initiatives, working closely with colleagues and third-party suppliers
- Play an active role in cyber security incident handling, supporting senior engineers with investigation and remediation activities

Key tasks and duties

- Deliver support for IT incidents and service requests through phone, email, instant messaging, and the ticketing system, ensuring the highest level of quality and customer service
- Provide second-line support, taking ownership of more complex technical issues through to resolution
- Review, prioritise and triage tickets according to impact and urgency, escalating incidents and service requests to specialist teams as appropriate
- Provide user support for a range of technologies such as windows, Mac OS, mobile devices, microsoft 365 (outlook, onedrive, teams, sharepoint etc), windows server, Azure active directory, and exchange online
- Support business applications and digital services, diagnosing, resolving and escalating issues affecting systems that underpin day-to-day operations
- Work with the infrastructure team to troubleshoot issues affecting networking, servers, endpoints and IT systems
- Contribute to IT projects and service improvement initiatives, taking responsibility for defined tasks or workstreams, supporting the implementation of changes that improve reliability, security, performance or user experience
- Take responsibility for the review, maintenance and continuous improvement of IT support processes and standard operating procedures, ensuring they remain accurate and effective
- Maintain and improve service documentation, such as user guides, knowledge base articles, and CMDB asset records ensuring accuracy and relevance
- 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
- Support day-to-day cyber security activities, such as investigating security alerts, assisting with device isolation or remediation actions, working with senior engineers

and external security partners as 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
- Engage with suppliers and third-party service providers to manage warranty claims, hardware replacements, and external service escalations when required
- 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
- Proactively monitor and report recurring issues or trends, helping to identify underlying problems and working with the wider IT team to implement solutions
- Adopt a flexible approach in a changing environment and be prepared to travel throughout the UK and to work varying hours where needed
- Adhere to all Breast Cancer Now's policies and procedures
- Undertake 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
Strong experience providing technical support across microsoft services such as microsoft 365, windows server, Azure active directory and exchange online	X	X
Strong experience of supporting and troubleshooting windows, Mac, mobile devices and endpoint management platforms	X	X
Strong experience supporting digital services and business applications core to organisational operations	X	X
Strong experience taking ownership of technical issues through investigation, resolution and escalation where appropriate	X	X
Strong experience working with IT service management or ticketing systems to prioritise, manage and resolve incidents and service requests	X	X
Experience working with third-party suppliers or service providers to support incident resolution and escalations	X	X
Experience supporting or contributing to IT projects or service improvement initiatives	X	X
Experience reviewing, maintaining and improving IT support processes, procedures and standards	X	X
Strong experience supporting telephony and video conferencing platforms	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 working alongside managed service providers or managed security service providers	X	
Experience working within regulatory or compliance environments such as GDPR and Data Protection	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	X
Excellent customer service skills with a proactive, user-focused approach	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	X
Strong ability to prioritise and manage competing workloads effectively in a busy support environment	X	X
Ability to adapt quickly to new technologies, systems and organisational change	X	X

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

	Method of assessment	
	Shortlist	Interview
Experience providing guidance, coaching or informal mentoring to first line IT support colleagues	X	X
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
Strong working knowledge of microsoft 365 and cloud-based collaboration tools	X	X
Good understanding of networking concepts (e.g. LAN, WAN, IP addressing, DNS, DHCP)	X	
Working knowledge of cyber security principles such as MFA, phishing and endpoint protection	X	X
Working knowledge of ITIL concepts such as incident, problem, change and service request management	X	X
Working knowledge of IT asset management best practices, including inventory and lifecycle management	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 can be based in our London office. Our hybrid working model also allows you to work up to 3 days per week at home. The other days will be primarily based in: 6 th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)
Salary range	The salary range for this role is: £31,700 to £33,00 London based
Induction	It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.
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

	<p>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.</p>
Immigration, Asylum and Nationality Act 2006	<p>You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>
Our commitment to equity, diversity and inclusion	<p>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.</p>

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.

Job description dated April 2026

Find out more about us at

**BREAST
CANCER
NOW** The research &
support charity