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2nd Line Support Analyst

Hiring organization
FlexIT Talent Solutions Ltd

Employment Type
Full-time

Job Location
Yateley

Base Salary
£ 35000 - £ 40000

Date posted
October 15, 2026

Description

2nd Line Support Engineer

Yateley, Hampshire

Hybrid Opportunity

Up to £40,000 per annum

Our client is seeking an experienced 2nd Line Helpdesk Engineer to join their existing team, providing IT support to our customers via direct channels and escalation from Service Desk. As the 2nd Line Support Engineer, you will be responsible for offering support via phone, email, and a ticket management system as well as updating the internal knowledge base with resolutions for recurring issues.

Responsibilities

Key Responsibilities:

- Provide remote IT support to customers, resolving complex technical issues.
- Address and troubleshoot issues escalated from the 1st Line Helpdesk team.
- Update and maintain our IT customer documentation and internal knowledge base.
- Offer support and training to junior engineers to enhance team skills.
- Occasionally visit customer sites to resolve recurring or complex technical issues.
- Create, maintain, and edit Group Policy Objects (GPOs) to support security, user experience, and operational requirements.
- Ensure Group Policy changes follow best practices and are clearly documented in the internal knowledge base.

Qualifications

Required Skills & Experience:

- Proficiency in Microsoft server and desktop operating systems.
- Experience with Microsoft O365, SharePoint, Intune, Active Directory, and Teams Voice.
- Knowledge of VMware and/or Microsoft Hyper-V.
- Basic networking skills, including knowledge of switches and firewalls.
- Previous experience with Autotask, Datto RMM, and IT Glue is a plus.

Personal Attributes:

- Well-presented and a strong team player.
- Customer-focused with excellent service skills.