

Role: IT Engineer

Based: Carlisle & Annan, with travel to customer sites

Type: Full-time with on-call in evenings and weekends via a rota.

Salary: Based on experience

Integrity by Eco provide fully managed IT support, cloud, communications and cyber security services to businesses across the UK. We're looking for a practical, customer focused IT Engineer who can provide professional remote support and confidently undertake hands-on customer-site work. When not scheduled for field work you will support customers from the service desk; when required on site you will carry out cabling, hardware installation, deployment, fault-finding and project work.

### **About the Role**

You will act as a first point of contact for customers when working on the service desk, resolving incidents and service requests remotely wherever possible. When on-site attendance is required, you will be scheduled for field work and will take responsibility for preparing properly, completing the job safely and professionally, documenting the work and communicating clearly with the customer and internal teams.

### **Key Responsibilities**

- Act as the initial point of contact for customers via phone, email, and ticketing system to provide technical support, logging, managing, updating, and resolving tickets in line with SLAs and KPIs.
- Attend scheduled customer sites for fault investigation, hardware replacement, structured cabling, equipment installation, moves/adds/changes and project work.
- Install, route, terminate, patch, label and test cabling; work with cabinets, patch panels, faceplates and network hardware using appropriate tools and safe working practices.
- Install/replace switches, wireless access points, communications equipment and other IT/network hardware, documenting work and obtaining customer sign-off.
- Troubleshoot common issues relating to Windows, Windows servers with active directory, desktop and laptop hardware, hosted telephony, printers, Microsoft 365, and standard business applications.
- Diagnose basic network/connectivity issues including TCP/IP, Wi-Fi, DNS, DHCP, switching, patching and PoE, escalating appropriately when deeper configuration is required.
- Build and prepare devices, user accounts and peripherals; support onboarding, hardware refreshes and equipment deployment.
- Complete ongoing technical, product, cybersecurity, cabling, H&S and role-specific training and certifications as required.
- Maintain accurate ticket & job notes and customer updates including escalating unresolved or complex issues to specialist teams with clear documentation of steps taken.

### **We're looking for someone who:**

- Enjoys working in a customer support role both remotely and on-site.
- Has proven hands-on structured cabling experience, including cable routing, Cat5e/Cat6 termination, patch panels/faceplates, patching, testing and basic fault-finding.
- A good grounding in IT support: Windows devices, Microsoft 365, user accounts, peripherals and common hardware/software troubleshooting.
- Basic networking knowledge covering TCP/IP, IP addressing, DNS, DHCP, Wi-Fi, switches and PoE; able to distinguish likely cabling/hardware faults from configuration issues.
- Practical and confident with tools, ladders/access equipment and the physical demands of field work.

- Is an organised person, able to move effectively between helpdesk and scheduled site work.
- Strong customer communication, accurate ticket/job notes and willingness to learn continuously across both IT support and field engineering.
- Enjoys problem solving, with the ability to diagnose and resolve issues logically and efficiently.
- Is keen to learn and develop IT, Cybersecurity and technical skills across a range of technologies.
- Holds a full UK driving licence.

### **Desirable Technical Skills & Qualifications**

Cat6A and cable certification testing; fibre installation, termination/splicing; comms cabinets and containment; hosted/on-premise VoIP; switch, firewall and Wi-Fi configuration; UniFi or Sophos exposure; Windows Server/Active Directory, Entra ID and Intune/MDM awareness; broadband/router deployments; MSP experience; ECS/CSCS, IPAF/PASMA, CNCI/CNet, CompTIA or Microsoft certifications.

### **Why Join Us?**

A genuinely varied role combining service desk support with real field engineering, ongoing training and certification support, exposure to a broad MSP technology stack and a route into networking, communications, cybersecurity or other technical specialisms. If you're passionate about IT and technology, thrive in a busy support environment, and want to build your career in modern IT we'd love to hear from you.

- Be part of a supportive and growing Managed Service Provider with a strong focus on modern IT and Cybersecurity
- Ongoing training and certification support.
- Opportunities to progress into different specialisms.
- Varied work across different technologies, sites, and industries.