



SERVICE DESK ENGINEER JOB DESCRIPTION





JOB TITLE

Service Desk Engineer

LOCATION

Burscough

HOURS

Full time

Monday – Friday / 8.30am – 5pm

1 hour lunch

SALARY

£27,500.00 - £32,000.00



WHO ARE MCS GROUP?

We're an IT support company that strives to deliver world-class IT to our clients across the North West. We specialise in Managed IT Support, Communications, Cyber Security and Microsoft 365.

Our team follow 'The MCS Way' framework to ensure we're consistently delivering outstanding service, which comprises of:

MODERNISE

Helping businesses break free from outdated technology, by implementing modern systems that drive efficiency, reliability, and innovation.

Our team are always on the lookout to improve the way we work, researching the latest trends, systems and updating processes to ensure we're ahead of the game.

COLLABORATE

You won't be left in the dark with your IT. We'll provide clear, transparent IT support and solutions that empower your teams to work smarter and more cohesively.

Our team work closely together, and with our clients, to ensure we're all on the same page, working towards the best solutions for the businesses we support.

SCALE

Designing IT systems built for growth, ensuring your business can adapt and thrive as your needs evolve.

Our team work effectively, prioritising quality and service during times of high pressure, while utilising flexible processes and resources.



BRAND

Our brand values reflect our approach to work, collaboration, and how we represent ourselves. We evaluate our progress based on these values to support our growth.



Commitment

Having the best interest of the business in mind and being engaged in the workplace at all times.

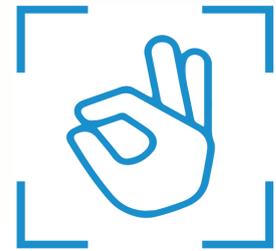
Connected values: Loyalty. Trust. Reliability.



Positive attitude

Showing up every day aiming to do your best, and willing to improve and develop yourself.

Connected values: Willing. Helpful. Forward-thinking.



Professionalism

Conduct ourselves with high standards, excellence and integrity at all times.

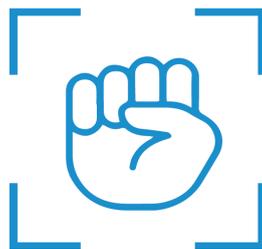
Connected values: Insightful. Knowledgeable. Coachable.



Accountable

Owning mistakes and being responsible for your own workload.

Connected values: Work ethic. Hard-working. Responsible.



Team player

Being supportive, collaborative, and respectful to colleagues at all times.

Connected values: Leader. Collaborative. Communication.



Go the extra mile

Providing a high level of dedication and service to both clients and colleagues.

Connected values: Persistent. Innovative. Quality focused.



OUR VISION FOR THE FUTURE

At MCS Group, we're building more than an IT company. We're creating a high-performing, award-winning and forward-thinking environment where talented people can grow, innovate, and make a real impact.

- **Team growth:** We're steadily expanding, with plans to grow beyond 40 people, creating new opportunities across all areas of the business.
- **Personal development:** We actively invest in our people, offering clear progression routes, ongoing training, and a culture that supports continuous improvement.
- **High-quality clients:** We work with ambitious, growth-focused organisations who value strategic IT, allowing our team to do meaningful work that drives real outcomes.
- **Leadership:** We're ambitious, supportive, and hands-on leaders. We believe in giving people autonomy, trust, and the tools to succeed, all within a positive, team-first culture.

WHAT IS IT LIKE TO WORK AT MCS GROUP?



"The team ethos at MCS is a core part of the culture here. Everyone has one focus in mind which is doing the best we can for our customers and pull together when required to overcome any challenges. MCS continues to mature with our customers, opening the door to unlimited opportunities."

Peter, Technical Manager

Time at MCS: 10 years



"I've been at MCS for over 9 years, continually learning and tackling new challenges. Each day brings something different, working closely with our support team and clients. The fast-moving IT landscape keeps our work engaging and helps keep our customers ahead of the curve."

Stuart, Senior Account Manager

Time at MCS: 9 years



"I have found working at MCS is great. We have a big focus on teamwork on the service desk, which is made easy as we are surrounded by a great group of people. The culture is supportive and collaborative, with a strong focus on learning and growth, making it a fantastic place to develop our skills."

Katie, Service Coordinator

Time at MCS: 2 years



"One of the best things about MCS is the opportunity to grow and take on new challenges. You're supported by a team that genuinely wants you to succeed, and always ready to share knowledge. It's a place where you're encouraged to keep improving and where effort is always recognised."

Estelle, Operations Coordinator

Time at MCS: 1 year



THE ROLE

As a Service Desk Engineer, you will handle escalated technical issues from the 1st line and junior engineers, working across desktop, server, network, Microsoft 365, and cloud services. You'll be expected to resolve complex tickets independently, assist with onboarding and configuration tasks, and contribute to service improvements. This is a hands-on technical role ideal for someone confident in managing varied issues and progressing within a busy MSP environment.

KEY RESPONSIBILITIES

- Take ownership of escalated service tickets and ensure timely, effective resolution.
- Troubleshoot and resolve technical issues across endpoints, servers, cloud, and networking.
- Manage incidents and service requests within agreed SLAs.
- Assist with onboarding of new users, sites, and services for existing clients.
- Provide onsite support where required.
- Identify and escalate recurring problems or critical issues to 3rd line engineers.
- Support and mentor junior members of the service desk team.
- Work closely with the 1st line and project teams to ensure consistent service delivery.
- Contribute to internal documentation, knowledge base, and technical processes.
- Deliver clear, helpful updates to clients throughout the ticket lifecycle.
- Provide guidance and reassurance, ensuring a professional and responsive service.
- Build positive client relationships through excellent service and communication.

EXPERIENCE AND SKILLS NEEDED

- Minimum 2–3 years' experience in a technical support role, ideally in an MSP or similar environment.
- Strong technical knowledge across Microsoft 365, Windows Server, Active Directory, desktop support, and basic networking.
- Experience with RMM tools and ticketing systems.
- Comfortable resolving complex issues independently.
- Calm under pressure and able to manage competing priorities.
- Strong written and verbal communication skills
- Certifications such as CompTIA, Microsoft, or networking credentials (desirable but not essential).



POTENTIAL PROGRESSION PATH



WHAT WE OFFER

- **Private healthcare**
Access to private medical cover for faster treatment and peace of mind.
- **33 days holiday per annum, including bank holidays and your birthday off**
Generous holiday allowance to help you rest, recharge and celebrate.
- **Professional development plans**
Structured plans to support your career growth and long-term goals.
- **8 hours of training per month**
Dedicated time each month for learning, development, or certifications.
- **Funded qualifications**
We cover the cost of relevant professional qualifications to support your progression.
- **Employee of the Quarter scheme, with the potential to win substantial prizes**
Quarterly recognition programme to reward high performers.
- **Company events and nights out**
Regular team socials and celebrations throughout the year.
- **Discounted gym membership**
Stay active with discounted access to local gyms.
- **Perkbox rewards account, providing a range of discounts**
Nationwide perks and everyday savings through your Perkbox membership.
- **Mental health support**
Access to mental wellbeing resources and confidential support through our healthcare provider.
- **Pension contribution**
Company contributions to help you plan for the future.
- **Free onsite parking**
No daily parking stress, just pull up and walk in.
- **Large, modern office with breakout room**
A bright, spacious workspace with breakout areas for collaboration and downtime.

HOW TO APPLY

If you wish to apply for this role, please send your CV directly to careers@mcsgroup.net.