



SERVICE DESK SPECIALIST JOB DESCRIPTION





JOB TITLE

Service Desk Specialist

LOCATION

Burscough

HOURS

Full time

Monday – Friday / 8.30am – 5pm

1 hour lunch

SALARY

£32,000.00+

DOE



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Helping businesses break free from outdated technology, by implementing modern systems that drive efficiency, reliability, and innovation.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

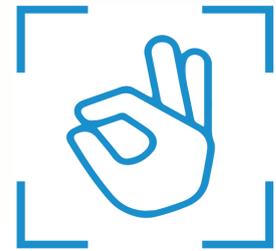
Connected values: Loyalty. Trust. Reliability.



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.

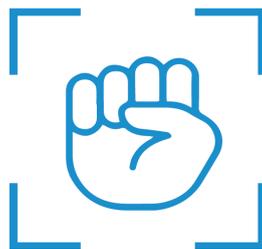
Connected values: Insightful. Knowledgeable. Coachable.



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 Specialist, you will serve as the final escalation point for technical issues across our client base. You'll work on the most complex incidents, assist in service design and delivery, and act as a technical reference point for the service desk. This role is ideal for a senior engineer with strong all-round knowledge, excellent troubleshooting ability, and a proactive mindset for continuous improvement.

KEY RESPONSIBILITIES

- Act as the highest escalation point for technical incidents and service requests.
- Troubleshoot and resolve complex issues across infrastructure, networks, cloud, servers, firewalls, and endpoint management.
- Work closely with the Technical Manager to maintain platform standards and best practices.
- Perform root cause analysis for recurring or critical issues and implement permanent fixes.
- Handle advanced onboarding, migrations, and client infrastructure projects where required.
- Support, guide and mentor the 1st and 2nd line engineers on complex issues and personal development.
- Lead on difficult or high-priority client cases, maintaining calm under pressure.
- Assist with creating and maintaining internal knowledge base and documentation.
- Liaise with vendors and suppliers for support escalations and service issues.
- Communicate with clients clearly, particularly around complex technical issues, ensuring confidence and understanding.
- Support the Account Management team with technical insight when reviewing client environments.

EXPERIENCE AND SKILLS NEEDED

- 4+ years in IT support roles, with at least 1–2 years in a 3rd line or senior escalation capacity.
- Broad technical experience across Windows Server, Microsoft 365, networking (DNS, DHCP, routing), firewalls, cloud technologies, and backup solutions.
- Experience with RMM and PSA tools.
- Strong diagnostic, troubleshooting and decision-making skills.
- Calm, structured approach to problem-solving with a high attention to detail.
- Able to mentor others and contribute to the improvement of the overall service function.
- Relevant industry certifications (e.g. Microsoft, Cisco, CompTIA) are desirable.



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.