Velocity Technology Group

https://thevtg.com/job/first-line-support-2/

As a First Line Support Consultant, you will be responsible for providing timely, professional first line IT support to customers across phone, email, and in-person channels. The role focuses on diagnosing and resolving hardware, software, Microsoft 365, account access, and network connectivity issues, while accurately documenting tickets and escalating more complex matters to level two support or the appropriate IT team. The successful candidate should be service oriented, detail focused, eager to develop Microsoft certifications and comfortable supporting users across both Windows and Mac environments.

Basic Job Responsibilities

- Provide first line support to employees via phone, email, or in-person for IT related issues
- Must be able to diagnose issues with hardware, software, and network connectivity problems
- Troubleshoot and resolve technical issues in a timely manner, escalating more complex issues to Level Two support or appropriate IT personnel as needed
- Assist with software installation, upgrades, and patch management, including Microsoft Office, antivirus software, and other business applications
- Set up user accounts, email accounts, and access permissions in Active Directory, Office 365, and other relevant systems
- Document support tickets, resolutions, and troubleshooting procedures in the helpdesk system, ensuring accurate and up to date records
- Must be willing to skill up and qualify with the required Microsoft Certifications

Qualifications

- High school diploma or equivalent
- Microsoft Endpoint Administrator Associate
- Microsoft Administrator Expert

Skills

- 2 years of technical support experience in a similar support role
- Strong knowledge of Microsoft 365 administration
- Must be able to work on Mac or Windows
- Must possess people and process skills
- Excellent communication skills
- Strong problem solving abilities
- Must be a detail oriented individual
- Must possess a customer service oriented mindset

Hiring Organisation
Velocity Technology Group

Employment Type
Full-time

Industry
Information Technology

Job Location
United Kingdom, Stockport

Working Hours
08:00 – 17:00 (Monday to Friday)

Date Posted
August 5, 2026

Open Questionnaire
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