

Helpdesk Expert

Exeter, Devon | Hybrid working environment

Salary between £30,076.00 – £40,000 per annum, based on experience

About us

Since 2009, we've been proud to be recognised as one of the fastest-growing IT managed support providers in the South West region. We offer comprehensive and competitive Managed IT Support that includes an open and transparent approach and has the region's only Zero Risk Guarantee.

We're an Exeter-based technology and IT service business that supports hundreds of organisations and thousands of people. We are fast-growing, have an excellent reputation and have a best-in-class client and colleague retention rate.

Based out of our city centre offices in Exeter and operating a modern, hybrid workplace, join a fast-paced Managed Service Provider (MSP) and work with companies with a handful of users, all the way up to large enterprise-sized businesses, educational organisations, and charities with thousands of users worldwide.

What's needed

We are looking for a Helpdesk Expert to join our team.

You should have solid hands-on experience and want to do more than just firefight tickets. You'll be working across Microsoft 365, Azure, and on-premises environments, helping our team support 200 plus organisations and thousands of users.

This role is perfect if you're confident with infrastructure, enjoy solving complex challenges, and want to keep developing your cloud skills while being part of a close, supportive team. In this role, you will be able to progress your career through our Tech Band programme and work with our SME, Enterprise, Security and our Modern Workplace teams.

We will work with you to create a personal development plan and identify and roadmap your progression path and will work with you to adapt this as you develop.

You'll have:

- Strong background in cloud/infrastructure support for a minimum of 4 years and ideally in an MSP environment
- Solid knowledge of the Microsoft stack (Azure, M365, AD, Windows Server)
- Familiar with networking basics, virtualisation (VMware/Hyper-V), and backup solutions
- Proactive problem solver who enjoys technical challenges
- Strong communicator with a customer-first approach
- Certifications like Microsoft 365 Endpoint Administrator
- A logical approach to problem-solving
- Analytical capabilities
- The ability to work well under pressure
- Tenacity and patience
- An enthusiastic approach to work and self-learning
- Attention to detail and a focus on process
- An understanding of business processes and constraints

Key responsibilities:

- Provide advanced support across cloud and infrastructure platforms (M365, Azure, Windows Server, AD, etc.)
- Handle escalations from our front line and first line Helpdesk, and resolve complex technical issues
- Share your expertise with the team and mentor junior engineers
- Stay ahead with training and certifications — we'll support you with both



Why join us?

- **Stability and Growth** – A business with deep roots and a clear future
- **Career Development** – Funded training, certs, and exposure to varied projects
- **Team Spirit** – Work alongside friendly, knowledgeable people who have your back
- **Flexibility** – Hybrid working and respect for work-life balance

What we offer as a responsible employer

- Organically growing year on year, offering stability and opportunities to progress
- Established for 15 years +
- A growing team of around 30 people
- Fantastic client and colleague retention
- Use of the latest technology
- Be part of a highly ambitious team
- Company subsidised pension
- Health Insurance
- Cycle to work and tech scheme approved
- 29 days of annual leave
- We offer a hybrid working environment to colleagues who have completed their onboarding and can perform their duties in a mixed office and remote setting. Typical hybrid working is 3 days in the office, 2 days at home; however, as this is an operational role, candidates should be prepared to work from the office if required.

Due to the nature of this role, we are unable to consider applicants unwilling or unable to work from our Exeter office.

We're not your average IT Company and aren't looking for average people to join the team. If you have what it takes to be an IT Champion, get in touch.

To apply for this role, send your CV with a cover letter to recruitment@it-champion.co.uk

Successful candidates will receive an email asking them to interview. If you do not hear from us, it means that other applicants had a greater experience which met the role requirements. We encourage you to apply for any future roles that match your skill set, experience, and knowledge.