



Senior Technology Engineer

Are you looking for a Senior Technology Engineer position that will allow you to combine technical expertise with problem-solving skills? How about doing this with a company that prioritises your career and personal development?

PointWire is an innovative, fast-growing Cyber Security Consultancy helping organisations protect their people, systems, and data from evolving digital threats. We are looking for a Technology Engineer who will play a key role in Cyber Defence and Engineering, focusing on the deployment, management, and enhancement of security platforms, tools, and controls across our clients and internal operations at PointWire.

So, what's involved?

As a Technology Engineer your responsibilities will include – implementing and fine-tuning security tools to protect sensitive data, mitigate threats and safeguard our clients' assets, systems, networks, and users.

Key Responsibilities

- **Service Desk Support** – Manage and resolve Level 1, 2, and 3 Service Desk tickets independently with minimal support
- **Technical Troubleshooting & Issue Resolution** – Provide effective technical support across systems and applications, ensuring issues are identified, logged and resolved effectively
- **Enterprise OS Support** – Demonstrate a solid understanding of at-least one enterprise-level operating system (e.g. Windows, Linux, MacOS)
- **Endpoint, Network Management, and Security** – Develop expertise in PointWire's preferred tooling, providing our clients effective endpoint management, security, and compliance with industry best practices
- **Contribute to Internal Initiatives**- Participate in projects, process improvements and technical enhancements with the team

- **Documentation & Knowledge Management** – Create, Review and maintain documentation for systems, configurations, processes and procedures
- **Collaboration & Communication** – Engage effectively with colleagues, users, clients and partners through clear oral and written communication

About you - Skills & Attributes

Essential

- Proven experience as a Senior Technology Engineer or similar position
- Networking and security experience - Strong understanding of network protocols, firewall management and security principles.
- Experience administering and supporting Microsoft Entra ID.
- Proven experience managing and troubleshooting Microsoft Windows Workstations & Server Environments, including Active Directory, DNS, DHCP and Group Policy.
- Hands on experience with endpoint management tools like MECM/SCCM, Intune, or Tanium is advantageous.
- Knowledge of virtualisation technologies like **VMware, Hyper-V, and Proxmox**, along with experience in **PowerShell, Python, Ansible** and other automation languages.
- Experience managing endpoint platforms and technologies, ensuring devices remain secure, compliant, patched, and aligned with organisational standards.
- Understanding of vulnerability management processes, with the ability to assess, prioritise, and drive remediation of security vulnerabilities based on business risk.

Desirable

- Government clearance (SC or above)
- Corelight or Network monitoring tools experience is preferred, though industry-recognised certifications (e.g. A+, Network+, Security+) will be considered highly desirable.
- Demonstrated consultant-level expertise in endpoint management solutions such as **Tanium** and **CrowdStrike**.
- Virtualisation knowledge on containerisation platforms, virtualisation, IPS, IDS, Entra, Okta, Active Directory, DNS, DHCP and Group policy.
- Experience with monitoring tools such as **PRTG, Nagios** and backup solutions like **Veeam** is beneficial, as well as **SIEM & SOAR** technologies such as **Elastic, Splunk**.

Salary & Benefits

- £55k+ depending on experience
- Private Health Insurance
- Annual leave - Open Leave Policy
- Flexible working arrangements
- A clear path for career progression

- Learning and development
- Quarterly and yearly social events (with an in-house social club)

Job location / Travel Requirements

Like all roles at PointWire, this role is Hybrid-Remote. This means that regular travel is required for the role at a minimum to attend company meetings and collaborate with colleagues, additionally you will be required to travel to customer & partner sites to build meaningful relationships. When you're not required at a customer meeting, partner meeting, team meeting, or any other in person collaboration requirement; you will be able to work from home. Frequent expensed travel to the South-West of England may also be required.

If you made it this far, I think it's time to apply! What have you got to lose...

To view our full job description please head to [Careers - PointWire](#)