



Technology Engineer

Are you looking for a 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

- Previous experience in IT Support or Engineering roles, with the ability to operate effectively in a customer-facing service desk environment.
- Knowledge of network engineering, endpoint management, identity, and access management services.
- Understanding of patch management and software deployment tooling
- Basic scripting or automation skills (PowerShell, Python, or Bash)
- Experience creating and maintaining technical documentation or knowledge base articles

Desirable

- Government clearance (SC or above)
- Experience with Intrusion detection technologies such as Suricata/Snort
- Network Monitoring utilising Wireshark or Zeek
- Consultant-level exposure is advantageous
- Awareness of endpoint management tools (e.g. Intune, Tanium or similar platforms)
- Exposure to enterprise-scale IT environments or regulated industries

Salary & Benefits

- £35k+ 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 travel is required for the role at a minimum to attend team meetings and collaborate with colleagues but may require 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](#)