Role Profile: Managed Services Engineer

Job Title: **Managed Services Engineer**

Department: **Operations**

Reporting to: **Managed Services Team Leader**

Date: **Oct 2026**

Role Purpose

The Managed Services Engineer supports the delivery of proactive and reactive technical services across Cobweb's managed customer base.

The role supports the day-to-day operation and health of customer platforms, resolving incidents and service requests, completing planned activity and escalating complex issues appropriately.

Working closely with the Managed Services Team Leader, Support, Professional Services, Onboarding, Account Management and Technical Leads, the role contributes to joined-up customer delivery and helps ensure services are delivered securely, consistently and in line with agreed customer outcomes and service commitments.

Key Success Criteria

The key success criteria for the role are:

- Incidents, service requests and alerts are progressed effectively, with clear ownership, communication and documentation.
- Agreed service levels, response targets and customer commitments are supported consistently.
- Assigned maintenance, monitoring and service activities are completed securely and reliably in line with agreed standards and documented procedures.
- Recurring incidents, avoidable alerts and reactive workload are identified and raised for further investigation or improvement.
- Case notes, customer records, runbooks and knowledge articles are accurate and kept up to date.
- Potential customer, technical, security and operational risks or concerns are recognised and escalated promptly.
- Work is completed efficiently within agreed scope, with accurate time recording and appropriate escalation of out-of-scope activity.

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Ideal Candidate

The ideal candidate will have experience in a second-line support, cloud support or technical support role within an MSP or technology services environment and be ready to develop into a Managed Services Engineer position. They will have practical experience supporting Microsoft cloud technologies, diagnosing technical issues and delivering secure, supportable resolutions, with a willingness to broaden their knowledge across proactive Managed Services activity.

They will be comfortable balancing proactive Managed Services activity with reactive support, using available logs, monitoring information and diagnostic tools to investigate issues and escalating more complex cases when required.

Collaborative, organised and improvement-focused, they will use operational information to identify recurring issues, maintain accurate documentation and contribute practical suggestions for improvements to monitoring, automation and ways of working.

This is a full-time position based in the UK and may require occasional travel to customer sites, industry and company events as required. The role offers hybrid working, with a typical pattern of four days in the office and one day working from home.

Role Profile: Managed Services Engineer

Primary Accountabilities

1. **Technical service delivery** – progress assigned technical work, incidents and service requests within agreed service levels, seeking guidance or escalating where required and maintaining clear communication throughout.
2. **Incident investigation and escalation** – investigate technical issues using available diagnostic information, apply documented solutions and escalate complex or high-impact cases with clear supporting evidence.
3. **Proactive service and alert management** – complete proactive maintenance, health checks, monitoring and scheduled improvement activity, addressing alerts and raising recurring or unusual issues.
4. **Problem identification and continual improvement** – identify recurring issues and contribute technical information and practical suggestions to support root-cause investigation and corrective action.
5. **Customer experience and service quality** – maintain clear communication and follow-through while supporting agreed customer outcomes and service priorities.
6. **Vendor support and resolution** – assist with cases raised with Microsoft and other technology vendors by gathering requested information, providing diagnostic evidence and supporting validation of service restoration.
7. **Documentation, standards and knowledge** – maintain accurate case notes, time recording, customer documentation and runbooks, and contribute updates to technical procedures and knowledge articles.
8. **Cross-team collaboration and service transition** – work with Support, Professional Services, Onboarding, Account Management and Technical Leads to support smooth handovers and joined-up customer delivery.
9. **Service scope awareness** – deliver work efficiently within agreed service scope and raise out-of-scope requests or potential service improvements to the Managed Services Team Leader.
10. **Compliance and governance** – follow Cobweb policies, security requirements, change controls and quality standards, escalating gaps or risks promptly.

To undertake ad hoc tasks or other duties as required for the role.

Personal Attributes (required role behaviours)

- **Responsibility and follow-through –** take responsibility for assigned work, seeks guidance when needed and follows issues through to resolution or appropriate escalation.
- **Highly organised and structured** – manages proactive and reactive priorities while maintaining quality and accurate records.
- **Analytical and methodical** – uses available evidence, diagnostics and structured troubleshooting to investigate issues.
- **Practical and responsive** – responds appropriately to changing priorities and seeks guidance when issues fall outside agreed responsibilities.
- **Continuous improvement mindset** – contributes ideas that may improve efficiency, quality and consistency through better processes, monitoring and automation.
- **Service awareness** – understands the impact of repeat work and avoidable demand and raises observations or improvement opportunities with the Managed Services Team Leader.
- **Customer-centric** – consistently considers customer experience, service quality and business impact.
- **Collaborative and communicative** – works effectively across teams and communicates technical information clearly.
- **Calm and resilient** – remains composed during incidents, escalations and periods of change.

Qualifications, Experience, Knowledge and Skills

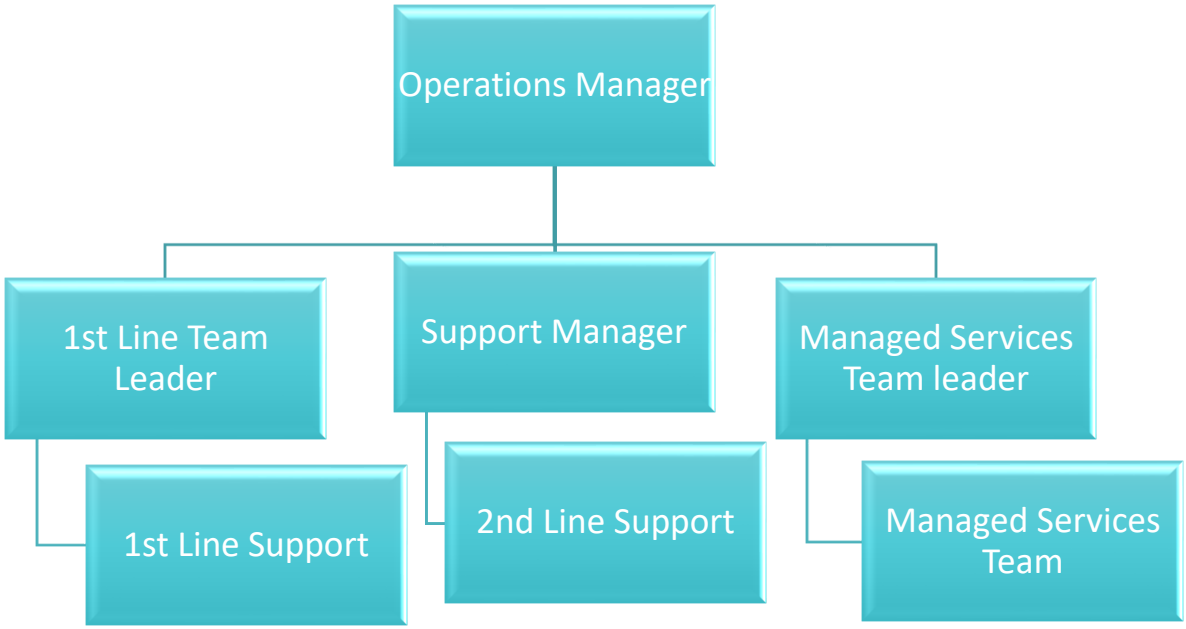
Essential

- Experience in a second-line support, cloud support or technical support environment, progressing incidents and service requests within agreed responsibilities and escalating complex issues appropriately.
- Practical experience supporting Microsoft 365 services, with knowledge of Microsoft Entra ID, Exchange Online, endpoint management and collaboration services and an interest in developing broader Azure capability.
- Good troubleshooting skills, with experience using available logs, monitoring information and diagnostic tools to investigate technical issues.
- Working knowledge of security, monitoring, backup, endpoint protection and core networking concepts.
- Experience using IT service management or support tools, with exposure to monitoring, professional services automation or remote management platforms desirable.
- Ability to maintain accurate technical documentation and communicate technical issues clearly to colleagues, customers and other stakeholders.
- Good prioritisation and organisational skills, with the ability to balance incidents, service requests, alerts and proactive activity.

Desirable

- Experience working within a Microsoft-focused MSP or cloud services organisation.
- A recognised IT service management qualification, such as ITIL Foundation.
- Relevant Microsoft technical certifications or equivalent practical knowledge.
- Familiarity with quality and information security standards, such as ISO 9001 or ISO 27001.
- Experience supporting audits, evidence gathering or compliance activities within an operational environment.

Organisation Chart



This role profile is open to review and may be amended to take account of changing business needs.

Role Profile Acceptance

Employee: Date:

Signed:

Line Manager: Date:

Signed:

HR Department: Date:

Signed: