



# IT SYSTEMS SUPPORT ENGINEER

CANDIDATE PACK

## WISHFORD EDUCATION

Wishford Education is an exciting, entrepreneurial organisation, delivering outstanding learning experiences to young people across a range of schools, nurseries and holiday camps. We are constantly seeking to push the boundaries, defy preconceptions and challenge ourselves to be at the leading edge of stimulating, innovative and creative education. We look for fresh and original ways to amplify these messages to parents, children and the wider educational world.

For more information on the Wishford Education group, please visit:  
[www.wishford.co.uk](http://www.wishford.co.uk)

## THE OPPORTUNITY

Wishford Education are seeking an IT Systems Support Engineer to join the current IT Systems Team within the Wishford IT department. In the role you will be working with and supporting the Network Manager in managing and maintaining the IT infrastructure across our expanding group of independent schools and day nurseries. This role also includes supporting and assisting the wider IT team with escalated helpdesk issue and projects.

This role is site based at our Westonbirt School office, with some travel to our other sites. Due to this, a full clean UK driving licence and own transport is required.

Responsible to: Network Manager/Group Head of IT Services

If you need assistance with applying, or adjustments for the application process or interviews, please contact  
[hr@wishford.co.uk](mailto:hr@wishford.co.uk)

## HOURS, SALARY & BENEFITS

Hours: 5 days a week, (40 hours). 8:30am - 5:30pm with 1 hour unpaid lunch break.

Salary: £25,000 - £29,000 depending upon experience

Benefits:

- 5% employer pension
- EV scheme with Octopus
- Cycle to work scheme
- Means tested staff discount
- Free lunch if working in one of our schools
- 25 days holiday + bank holidays per annum
- Access to the group's counselling scheme
- Access to fully funded apprenticeships, up to L7
- Discretionary Christmas stand down

## HOW TO APPLY

All applications need to be made using Wishford's Application Form, which can be found on their [careers page](#). You can apply via TES - [link here](#).

Closing date: Thursday 26th September 2024

Interview date: W/C Monday 30th September 2024

Commencement date: November 2024

**Wishford Education is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers, reference and medical checks and the Disclosure and Barring Service.**

Wishford Education is an equal opportunities employer and welcomes applications from all backgrounds. Appointments will be made solely on merit and will be made without regard to age, disability, gender, nationality, race, colour, ethnicity, or religion.



## JOB DESCRIPTION

### Infrastructure, Hardware & Software:

- Support and maintain existing and new IT infrastructure across the Wishford Group.
- Work with the Network Manager to maintain and expand the IT provision (Networking, Servers, PCs, and other hardware) to support the needs of the Group.
- Assist with maintaining proper licensing of software used by the group.
- Work with the Network Manager to project manage the IT integration of newly acquired sites.
- Assist in maintaining the list of approved suppliers and standard equipment used across the group.
- Work with the Network Manager to implement a rolling upgrades program for system hardware and associated support contracts.

### Project Management:

- Work closely with end users to gather requirements.
- Work with the Network Manager to manage and maintain projects through to completion.
- In conjunction with the Network Manager, liaise with contractors and suppliers to source relevant equipment and services.

### Support and General Administration:

- Perform checks and audits to assist all schools and offices in complying with legislative, regulatory or policy requirements.
- Perform termly Infrastructure and Project visits with the Network Manager to ensure each site is up and running and plan future upgrade projects.
- Uphold and promote Wishford Schools' policies regarding the use of IT, data protection and security.
- Manage and resolve issues that are escalated to 3rd line from the IT Service team.
- Manage and maintain the ID Card printing and issuing processes.

### Academic Support:

- Work with the Network Manager and IT Service Manager to develop and implement new systems that will aid schools to provide a stimulating curriculum in support of the Digital Strategy.
- Work with the Network Manager to manage the sign-up of all schools across the group to the Microsoft Schools Program and liaise with the IT Service Manager to plan improvements for schools that are missing requirements.

### Continuous Personal Development (CPD): Opportunities to complete:

- Microsoft Certified: Azure Fundamentals with the view to progress to the high level of qualification within the Microsoft qualification and development route.
- APM Project Fundamentals Qualification (PFQ) with the view to progress to the high level of qualification within the APM qualification and development route.
- Fibre Termination Training with the view to progress to the high level of qualification.

