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| **Job details:** | | | | | |
| Entity in which the role sits: | Beaulieu Enterprises Limited | | | | |
| **Job title:** | IT Support Engineer | | | | |
| **Location:** | John Montagu Building, Beaulieu, SO42 7ZN | | | | |
| Salary / Wage range:(Based on experience) | £ 28,000 to £32,000 | | Calculated pro-rata salary (if applicable):  £ Insert calculated pro-rata salary £ | | |
| Position type: | Full-time  Please enter number of hours to be worked per week:  40  Permanent Salaried (If you have selected FTC, please enter term and reason below)  **Additional information:**  Insert additional position information here (if any) | | | | |
| Standard Beaulieu Hybrid Working Policy Applies: | No | | | | |
| **If no, please specify what is offered with / required of the role below:**  A hands on role but ad-hoc remote working possible. | | | | |
| **About us:**  (Delete / amend as appropriate) | We are a friendly team with a group head office on the site of the Beaulieu Visitor Attraction in the heart of the New Forest National Park. We have plenty of free parking available on site and we offer free entry for staff and a staff discount card (benefits include, for example, 50% off food and beverages in the Beaulieu attraction).  You will be working for Beaulieu Enterprises Limited, which is part of the wider Beaulieu family, consisting of:   * Beaulieu Visitor Attraction - an award-winning family visitor attraction at the heart of the New Forest National Park which includes the National Motor Museum, Palace House and Gardens and Beaulieu Abbey. The attraction hosts an extensive event programme. Part of Beaulieu Enterprises Limited. * Bucklers Hard - Heritage Village, on the banks of Beaulieu River in the heart of the New Forest National Park, is an unspoilt haven and museum. Part of Beaulieu Enterprises Limited. * Beaulieu River - operating an award-winning marina with a five Gold Anchor accreditation, offering a sheltered setting for 211 fully serviced berths, more than 300 moorings, a boatyard, and a boat park with a slipway. Part of Beaulieu Enterprises Limited. * Beaulieu Settled Estate – a 7,000-acre estate, which has been in the ownership of the Montagu family for over four centuries. It includes 3,000 acres of woodland, 127 cottages, 9 let farms and approximately 50 commercial properties. Beaulieu Estate is run by our Resident Agent. * The National Motor Museum Trust & its trading subsidiary - a charitable organisation founded in 1972. The Trust has a world-famous collection of vehicles and associated motoring items, which are on display in the National Motor Museum, within the Beaulieu visitor attraction. The Trust is run by a separate Chief Executive and leadership team. * Vintage Tyres / New Forest Tyres - Vintage Tyres stocks tyres, tubes, rim bands and related accessories for cars and bikes from the 1890s to the 1990s. New Forest Tyres stocks a huge range of summer, winter, all-season and high-performance tyres for modern day cars. The business has two fitting centres, one at the National Motor Museum, Beaulieu, and one at Bicester Heritage in Oxfordshire. * The Countryside Education Trust - established in 1975, The Countryside Education Trust’s mission is to connect people with the countryside. The Countryside Education Trust is run by a separate Chief Executive and leadership team.   Overall, our total staff numbers are approximately 210 out of season and 250 in season. | | | | |
| **The role:** | This is a hands-on role and would suit an individual who enjoys being amongst people and problem solving.Working with the IT Manager and the IT Support Technician you will provide first and second line support to many departments and areas across the site and wider estate.Supported by third party contractors you will play an important role in the team, assisting with many different software packages and types of devices. As well as providing hands on support at weekend Events throughout the year.This role provides a different challenge every day and will suit someone who likes to think on their feet and pool knowledge from lots of areas to find solutions.Role and responsibilities The core responsibility of this role is to provide efficient IT Support as part of the IT Support team. Ensuring the safety of the network is maintained and users are supported with several different systems and devices across the network.  You will be asked to assist with projects, from installing new hardware in a mix of physical environments to supporting users through process and software changes.  You will be part of the overall network maintenance, from building new workstations to auditing equipment.  An important part of the role is understanding and enforcing compliances such as the General Data Protection Regulation (GDPR), Payment Card Industry Data Security Standard (PCI DSS) and more.  Plus ad hoc tasks as required by the wider business. | | | | |
| **About you:**  (Delete / amend as appropriate) | We are looking for someone who has a proven background in IT Support, with Computing or IT at Higher Education Level and/ or industry recognised certifications such as CompTia A+/ Microsoft Certifications. Due to travel between sites this post requires the holder to have a full UK driving license.  Your skills should include:   * Competent at all Microsoft Office products to a high level to support others. * Knowledge of business IT networks including; switching, IP telephony, managed printing, CCTV, Active Directory and server setup configuration. * Ability to easily adapt to bespoke software applications. * Excellent troubleshooting abilities, both working alone and with others to find solutions. Being people focused with excellent customer relationship skills. * Knowledge of EPOS systems and payment providers.   Finally, it is important that you fit well into the team and that you are friendly, collaborative, and professional in your nature. | | | | |
| Line Manager Approval: (Signature and name) | | Insert approver name here | | Date: | Click or tap to enter a date. |
| HR Approval:  (Signature and name): | | Insert approver name here | | Date: | Click or tap to enter a date. |