

## **JOB DESCRIPTION**

<b>Position:</b>	IT Support 1 <sup>st</sup> line & 2 <sup>nd</sup> line engineer
<b>Reports to:</b>	IT Manager
<b>Salary:</b>	£24-£26k dependant upon experience
<b>Location:</b>	Dumfries House, Cumnock, KA18 2NJ

### **The King's Foundation**

The King's Foundation provides holistic solutions to challenges facing the world today. We champion a sustainable approach to how we live our lives and build our communities, we run a diverse programme of education and training for all ages and backgrounds, and we regenerate and care for places where communities thrive and that visitors enjoy.

We work nationally and internationally but at the heart of our organisation is the heritage-led regeneration of the Dumfries House estate and its wider community, where our principles and philosophies are explored and put into practice.

The work of The King's Foundation is inspired by our Founder and President, His Majesty The King, and his philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future.

We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work.

We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments.

We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

### **The Role:**

We are looking for an experienced, enthusiastic, and proactive IT Support 1<sup>st</sup> and 2<sup>nd</sup> line engineer to join our team. The ideal candidate must have the ability to take a proactive approach to IT support and good business acumen in order to understand our business model and value that IT brings to the business.

**Key Duties include:**

- Responsible for office hardware, software asset and license management
- Order supplies for IT office assets
- Support video conference systems
- Support remote access facilities
- Document procedures and systems
- Manage asset registers
- Knowledge of and logging support requests to helpdesk system.
- Supporting all office desktops
- Administering Windows servers
- Support iPhone/Android devices
- Support office printers
- Manage and maintain SharePoint sites
- Ensure network security and data protection
- Maintain accurate documentation of IT systems and processes
- Set up of AV systems for small conferences and meetings

**Person Specification****The essential skills, knowledge and experience required are:**

- In depth support knowledge of Microsoft Windows 10, 11 & Mac Devices
- In depth support knowledge of Microsoft Office 365 and Sharepoint

**Desirable skills, knowledge and experience required are:**

- Proven track record and experience in Desktop support
- Degree or HND in IT or similar
- Microsoft certifications
- Ability to work independently
- Strong problem solving and troubleshooting skills
- Excellent communication skills
- Knowledge of ITIL best practices
- Knowledge of prevent/safeguarding?

**Additional Information:**

**Hours of Work:** 09:00 - 17:00, 5 days a week. (37.5 hours per week, plus unpaid lunch break)

**Applications:** Please submit a completed [Application Form](#) together with a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson:  
[hr.recruitment@kings-foundation.org](mailto:hr.recruitment@kings-foundation.org)

**Closing date for applications: Friday 22<sup>nd</sup> December 2023**