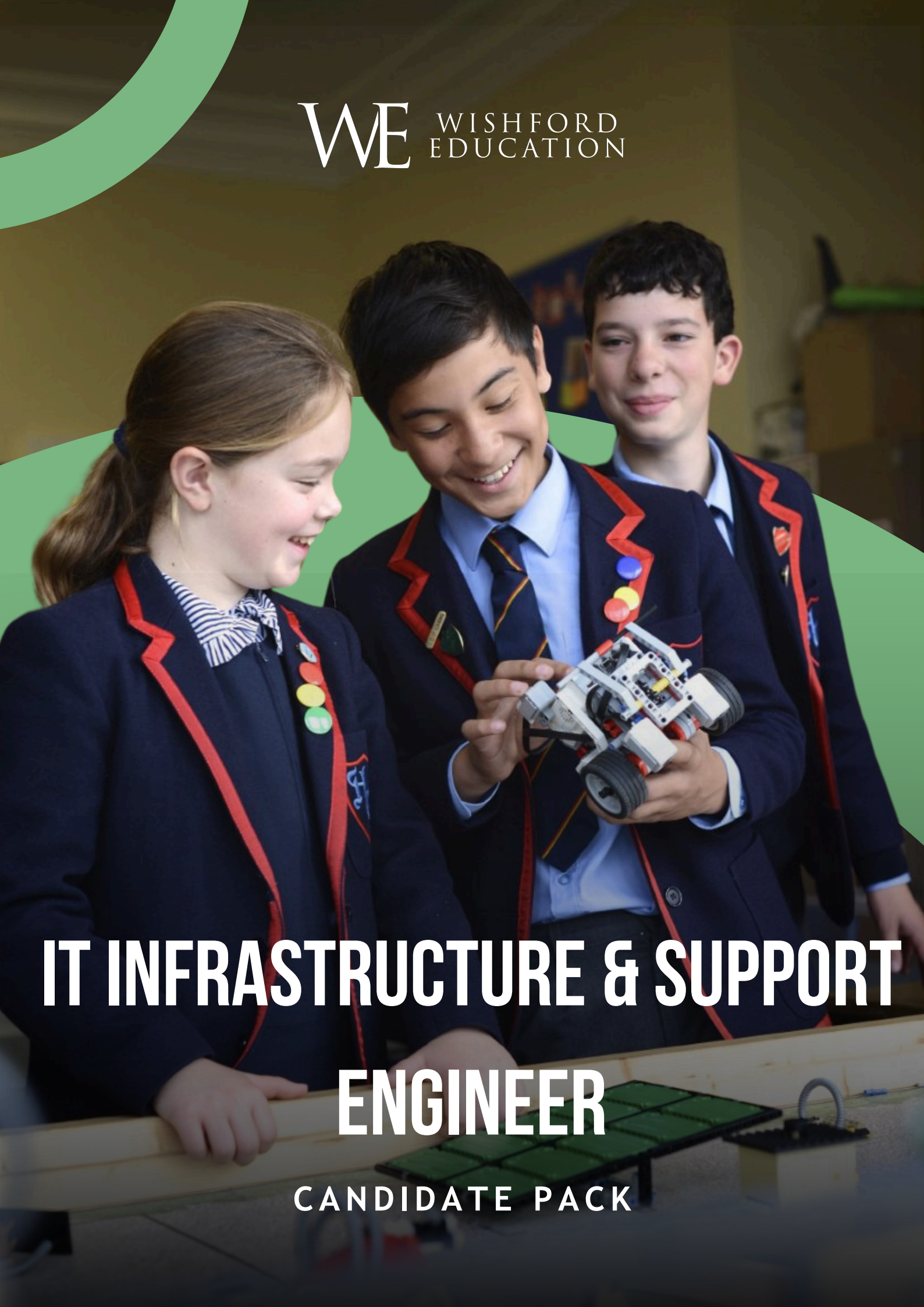


A photograph of three students in school uniforms. A girl on the left and a boy in the center are looking at a small, white, wheeled robot held by the boy. Another boy is standing behind them, looking on. They are in a classroom or workshop setting. The image has green curved overlays in the top left and bottom right corners.

IT INFRASTRUCTURE & SUPPORT ENGINEER

CANDIDATE PACK

THE OPPORTUNITY

Wishford Education are seeking a technically proficient and proactive IT Infrastructure & Support Engineer to join the IT Network Team within the central IT department.

This role is positioned as a second-line support function, ideal for someone with hands-on experience in networking, cloud services, and server management, who also enjoys contributing to project planning and providing frontline support.

The successful candidate will play a key role in supporting and maintaining the IT infrastructure across our group of independent schools and nurseries, while also contributing to strategic IT projects and initiatives.

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

Responsible to: Network Manager/Group Head of IT Services

HOURS, SALARY & BENEFITS

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

There may be a requirement to provide some weekend support, and some weekday evening support. This will be pre agreed and implemented by IT Service Manager/Group Head of IT Services.

Salary: £28,000 - £31,000 depending upon experience

Benefits:

- 5% employer pension
- EV scheme with Octopus
- Cycle to work scheme and shopping discount card
- Means tested staff discount
- Free lunch if working in one of our schools
- 25 days holiday + bank holidays pa
- Access to the group's counselling scheme
- Access to fully funded apprenticeships up to L7
- Personal accident at work cover
- 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 also apply via TES - [link here](#).

Commencement date: January/February 2026

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.

If you need assistance with applying, or adjustments for the application process or interviews, please contact hr@wishford.co.uk

WISHFORD EDUCATION

Wishford Education is a leading provider of independent education in the UK. Our group includes independent prep and senior schools, nurseries and day and residential camps. Varied in character but united in ethos, our schools, nurseries and camps understand where the true value of an independent education lies, and provide high-quality learning, outstanding opportunities and a happy, caring environment in which children achieve amazing things.

Founded in 2011, the group currently comprises ten independent schools in Wiltshire, Gloucestershire, Berkshire, Buckinghamshire, Oxfordshire and Kent as well as two thriving day nurseries in Wiltshire, an international summer school and an activity camps business.

The group is growing and we expect a number of additional schools and nurseries to join us in the near future.

For more information on the Wishford Education group, please visit: www.wishford.co.uk



JOB DESCRIPTION

Second-Line Support & Escalations:

- 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.
- 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 & Documentation:

- 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.
- Creation of detailed plans for the installation of new networking infrastructure into our sites.

Helpdesk & User Support:

- 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 from the helpdesk related to network and infrastructure.

Academic Support:

- Work with the Network Manager, IT Service Manager and IT Systems & Data Manager to develop and implement new systems that will aid schools to provide a stimulating curriculum in support of the Digital Strategy.

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.
- Fibre Termination Training with the view to progress to the high level of qualification.

The successful candidate will be expected to undertake any other such comparable duties (including any cover required), as directed by the Network Manager and/or Group Head of IT Services.



PERSON SPECIFICATION

Education, Qualifications & Training:

- Educated to at least GCSE or A Level
- Cisco / Microsoft / compTIA / AWS or similar IT/Cloud certifications or a desire to independently work towards one relevant to this role
- Good literacy and numeracy skills (GCSE Maths and English)

Experience:

- Supporting users in the use of IT & cloud-based services
- Working in an educational environment is desirable, but not essential

Knowledge, Skills & Abilities:

- Excellent communication skills and a people person
- A can-do attitude and willingness to learn
- A passion for IT and technology, especially its effective use in an educational context
- Highly adaptable and agile

Essential Working Knowledge Of:

- PC hardware with experience of diagnosing problems
- PCs, Macs and operating systems including Windows 10 /11/MacOS
- Basic Understanding of TCP/IP networking & Subnets
- Office 365 / installation and operating
- Microsoft products including Microsoft Teams, OneNote, OneDrive and SharePoint
- Wireless networking skills
- Installation and troubleshooting of structured cabling (Cat5e/6)
- Working knowledge of Layer2/3 switches and routers
- Confident using a variety of tools for minor installation works

Desirable Working Knowledge Of:

- Installation and troubleshooting of fibre optic cabling
- AV equipment including interactive whiteboards / screens
- Experience with MS Windows server 2019 / 2022 / 2025
- Intune and End Point device management
- Experience using Microsoft Cloud technologies in the IaaS, PaaS & SaaS areas and implementation of projects in the cloud
- Microsoft SharePoint & PowerApps / Power Platform
- Virtualisation technologies, ideally VMware ESXi
- ITIL Foundation certified

