



IT SUPPORT TECHNICIAN

CANDIDATE PACK



THE OPPORTUNITY

We are seeking an enthusiastic and suitably qualified IT Support Engineer is required to support the development of the Wishford group of independent schools.

The successful candidate will have a good intellect, work ethic and a practical aptitude for IT & technology in general. The role will include 1st and 2nd line work. Experience of providing IT & MIS support in a multi-site service business would also be beneficial.

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. Costs of travel and subsistence are fully reimbursed.

Responsible to: IT Service Manager/Group Head of IT Services

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

HOURS, SALARY & BENEFITS

Hours: 5 days a week, (40 hours). 8:00am - 5:00pm 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: £26,000 - £29,000 depending upon experience

Benefits:

- 5% employer pension
- Shopping discount card and 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
- Personal accident at work cover
- Discretionary Christmas stand down

HOW TO APPLY & IMPORTANT INFO

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](#)

We will be arranging interviews as applications arrive, so prompt application is encouraged.

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



JOB DESCRIPTION

Working within the Central IT Team, based in our Westonbirt office, the IT Support Technician will be responsible for:

- On-site hardware, software & infrastructure support for schools within our group
- Working with staff to understand and resolve issues within schools
- Providing ad-hoc training and support to staff and teachers where required
- Identifying more serious underlying issues and raising them in a timely manner with IT Management
- MIS management and technical support within our schools
- Providing first class customer service and IT support (1st and 2nd level technical support) to all users at Wishford Schools Group. Wishford Group has a 'cloud-first' strategy and with a focus on cloud services and cyber security

General Support & Service Desk

- Working with pupils and staff to determine the nature of the problems they are encountering
- Diagnosing the source of users' IT problems and support them to resolution
- Use remote access tools to assist users to resolve issues
- Escalate issues where required and keep users updated about progress with resolution
- Ensuring that helpdesk tickets are kept up to date
- Writing, editing, and publishing knowledge articles to support a federated approach
- Resolving problems with networks and other computer systems, ideally at point of contact
- Diagnosing system errors and helping to resolve them
- Following up with employees to ensure full resolution of issues
- Installing or changing software to fix issues
- Setting up accounts for new staff and ensuring that they know how to log in
- Logging and processing support calls
- Maintaining records of software licences
- MIS Support
- Telephone and remote support for the Group's chosen MIS and some on-site visits to support schools where necessary
- Advisory and technical support including using the MIS in schools
- Oversee and review the integration of various systems within the group with the MIS, ensuring alignment with the group's wider IT strategy
- Support the wider IT team with installation projects across the group

Hardware:

- Setting up new hardware for installation at different schools
- Updating the group asset management with new device or device changes, managing stocks of equipment, components, consumables and other supplies
- Repairing devices where required
- Planning and undertaking scheduled maintenance upgrades

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

PERSON SPECIFICATION

This role is suitable for an experienced professional in the early stages of the IT career. You will have demonstrable customer service experience and will have possibly had previous experience of supporting users in an educational IT environment (not essential) and cloud-based services. A fast learner with the ability to follow processes and procedures, you will be able to prioritise and manage several tasks at the same time.

Training will be provided where necessary and appointment will be subject to satisfactory references and an enhanced DBS check.

The successful candidate will have the following qualities:

- Honesty and integrity
- Ambition, energy, enthusiasm and commitment
- A positive can-do attitude and willingness to be hands-on
- Excellent communication skills and ability to build relationships
- A desire to achieve the very highest standards in everything they do
- Thoroughness and diligence
- Empathy to connect with colleagues
- Good time-management and task-management skills
- A full current UK driving licence



Education, Qualifications & Training

Essential:

- Educated to at least GCSE or A level
- Knowledge of 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:

Essential:

- Supporting users in the use of IT & cloud-based services

Desirable:

- Working in an educational environment

Knowledge, Skills & Abilities:

Essential:

- 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
- Confident using a variety of tools for minor installation works

A working knowledge of:

- PC hardware with experience of diagnosing problems
- PC's, MACs and operating systems including Windows 10 / 11 / MacOS
- Office 365 and Microsoft Office 365 / installation and operating
- Microsoft products including Microsoft Teams, OneNote, OneDrive and SharePoint
- AV equipment including interactive whiteboards / screens
- Experience of MIS systems

Desirable:

- 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
- ITIL Foundation certified

