

Job Title: Technical Support Officer	
Managed by: IT Technical Manager / IT Project Manager	
Department: Information Technology	Location: Waddesdon Manor
Salary: £28,000 – £30,000 per annum	Contract Type: Permanent, Full-time
Hours: 5 days per week (37.5 hours), including weekend working on a rotational basis as part of our seven-day cover (approximately 1 in 4). Time off in lieu is provided for all weekend shifts.	

The Role:

We are seeking an experienced Technical Support Officer to be an integral part of the Information Technology team at [Waddesdon Manor | A French Renaissance-style château](#).

You will have excellent people skills and the ability to support the evolving needs of the organisation, ensuring that our systems and software continue to reflect the technological advancements required for Waddesdon to remain a premier visitor attraction.

What you will do:

The Technical Support Officer will deliver first and second-line support across all Waddesdon business areas, including Waddesdon Estate & Farms, the Rothschild Foundation (including Waddesdon Manor), Rothschild Waddesdon Limited, and the Rothschild Family & Personal Office. The role will work closely with our third-party IT provider(s) to maintain the smooth operation of our IT environment, acting as a key liaison between external partners and internal teams to ensure support requests are resolved effectively and within agreed SLAs and timescales.

Key Responsibilities include but are not limited to:

- Provide first line support for day-to-day IT issues for all staff via telephone, email, remote connectivity, or walk-ins. This includes password resets, remote access issues, hardware and software faults, and support for ePOS tills and PDQ (payment terminals) machines
- Carry out initial call triage within one hour of an issue being raised, escalating any calls that cannot be resolved to an appropriate colleague and/or third-party provider
- Manage and maintain service desk tickets, ensuring calls are logged, prioritised, assigned, and updated through to resolution
- Liaise with users, department heads, and third-party providers to ensure issues are resolved promptly and in line with agreed Service Level Agreements
- Use knowledgebase articles and system documentation to resolve issues, ensuring all documentation is kept up to date and creating new articles where required
- Create new user accounts in Active Directory and Microsoft 365, assigning security groups and application permissions as required
- Support wider Microsoft 365 administration, including Azure AD, Exchange Online, Intune, Microsoft Defender, SharePoint and Teams, maintaining user access, security policies, and device management configurations
- Support senior technical team members by maintaining and updating internal IT documentation covering software, policies, procedures, and guidance
- Manage and maintain the asset register for all hardware across the Estate using the service desk system
- Set-up portable AV equipment for events such as staff training
- Set up and configure new hardware, including (but not limited to) PCs, laptops, docking stations, printers, tablets, mobile phones, monitors, telephones, PDQ machines, and ePOS tills, network switches and wireless access points
- Diagnose faults on network ports and cabling using appropriate diagnostic tools
- Assist senior team members with network management tasks as required

- Provide IT support for events at Waddesdon, including occasional evening work whilst events are taking place
- Undertake any other duties reasonably required from time to time

You will be a great fit if:

You have a minimum of three years' experience working in desktop and application support within a multi-site environment. You will be a highly organised individual, who can rely on your analytical abilities and methodical approach to solve problems across the organisation. It is important that you enjoy delivering excellent customer service and can communicate with a range of Rothschild Foundation staff and external visitors.

Your areas of knowledge and expertise that matter for this role:

Essential:

- Knowledge and experience of current Windows Server operating systems, Windows 11, Active Directory, and Microsoft 365 products (including applications and the various administration portals)
- Understanding of core infrastructure technologies such as DNS, DHCP, and basic networking principles
- Understanding of IT security best practice and data protection principles.
- Good working knowledge of computer hardware components and peripheral devices
- Experience working with network switches (see desirables), network cabling, and fault-finding, including the ability to terminate cabling, LAN ports, and patch panels to T568B standards
- Proven track record of delivering excellent customer service in a technical support environment
- Strong interpersonal and communication skills, both written and verbal, with the ability to engage confidently with staff at all levels and maintain a friendly, 'can-do' attitude
- Excellent time-management and organisational skills
- Full UK driving licence essential, with business insurance for use of own vehicle (the post holder will be required to work at other sites across the Estate and occasionally in London)

- Willingness to learn new technologies and adapt to evolving organisational needs

Desirable

- Awareness of cybersecurity best practice and endpoint protection tools.
- Understanding of backup solutions and disaster-recovery principles
- Experience installing, configuring, and troubleshooting Cisco Meraki network switches, wireless access points utilising the Meraki Dashboard.
- Knowledge or experience of Microsoft SharePoint administration and site management
- Knowledge or experience of Microsoft SQL Server Management Studio (SSMS)
- Familiarity with business financial systems, ideally including Sage Financials
- Basic knowledge of Audio-Visual equipment, set-up and take down

Additional Requirements:

The safety and wellbeing of children, young people, and vulnerable adults are of the utmost importance for any role at the Rothschild Foundation, Waddesdon Manor. Consequently, this position may require a basic or enhanced Disclosure and Barring Service (DBS) check to uphold the safety and security of all our guests, staff and volunteers.

Rewards for working with us:

- We are proud of where we work and want to share Waddesdon Manor with family and friends by offering a number of complimentary tickets to the house and grounds.
- **Waddesdon Manor Discounts** – 50% discount in the food-to-go outlets at the Manor. 20% in the Manor gift shop and restaurant, Stables Café, Five Arrows Hotel, and The Bow Pub. 20% discount on special event tickets made available to staff.
- **Staff Card** – A National Trust staff card entitles two adults and children under 18 years of age free admission to all National Trust properties and 20% discount in NT retail and catering outlets.

- **Annual Leave** – On starting with us, you will receive 25 days annual leave per year plus 8 public holidays pro-rata. Stay with us for 3 years and this rises to 28 days, 30 days after five years and 32 days after 10 years.
- **Sick pay** – If you become ill, one week of sick pay during your first 3 months. This rises to a maximum of 3 months full pay within a rolling 12-month period. After four years you also receive a further 3 months at half pay in the rolling 12-month period.
- **Pension** – We will top up your pension by matching any contribution you make, up to 10% of your basic salary.
- **Income Protection** – on completing one year of continuous service, income protection may be available at 50% of basic salary for a maximum of 5 years.
- **Life Assurance** – a lump sum of 4 times basically annual salary is payable upon death in service.
- **Long Service Awards** – every 5 years of service, you are invited to a celebration to recognise your contribution to the organisation. A cash sum is awarded as a thank you.
- **Mental Health and Wellbeing Support** – access to a wellbeing platform and fully funded 1:1 counselling service.
- **Enhanced Maternity Pay** – after 12 months of continuous service, you can choose 13 weeks of maternity leave at full pay followed by 26 weeks statutory pay.
- **Enhanced Paternity Pay** – after 12 months of continuous service, you may take 3 months of paternity leave at full pay.
- **Eye Care** – eye care vouchers for employees who are DSE users.
- **Flu Jabs** – free flu jabs in October.
- **Travel** – Cycle to Work Scheme, Season Ticket Loan for train or bus, Octopus Electric Vehicle Scheme.
- **Deposit Loan Scheme** – financial support to go towards a private rental deposit.
- **Access to Perk at Work** – access to exclusive discounts from hundreds of retailers, and up to 55% off cinema tickets.
- **Memberships** – 20% discount on new Nuffield gym memberships. 15% off Hartwell Spa Memberships and treatments, and 15% off food in the restaurant.

Workplace adjustments:

We work closely with employees to help them work at their best, including making adjustments such as flexible working, compressed hours, providing equipment or changes to the workplace, where possible.

EDI

At the Rothschild Foundation, we place Equality, Inclusion and Diversity at the core of our values. We strive to be an organisation that actively addresses inequality and prejudice while fostering a truly anti-racist culture. Our approach is centered on meaningful and equitable support and development for you and others throughout your time with us. We are committed to providing an environment free from discrimination, where every team member feels valued, respected, and has a true sense of belonging.

Application:

The vacancy advert may be taken down from job boards earlier than the stated deadline if a high standard of applications is received.

To reduce bias in our shortlisting process, we operate an anonymized application process.

All candidates invited to interview have the opportunity to request adjustments to the recruitment process when scheduling your interview, for example accessible parking, communication support or breaks.

To apply, **please send a current CV and covering letter** explaining how your experience and skills match those outlined above to application@waddesdon.org.uk.

Closing Date: Ongoing. The vacancy may be taken down from jobs boards when we see fit if a high standard of applications is received.

If you apply for this role and are selected to interview, here is what you can expect:

- Round 1: In-person interview with IT Technical Manager and IT Project Manager
- Round 2: In-person interview with IT Technical Manager, IT Project Manager, and Chief Financial Officer