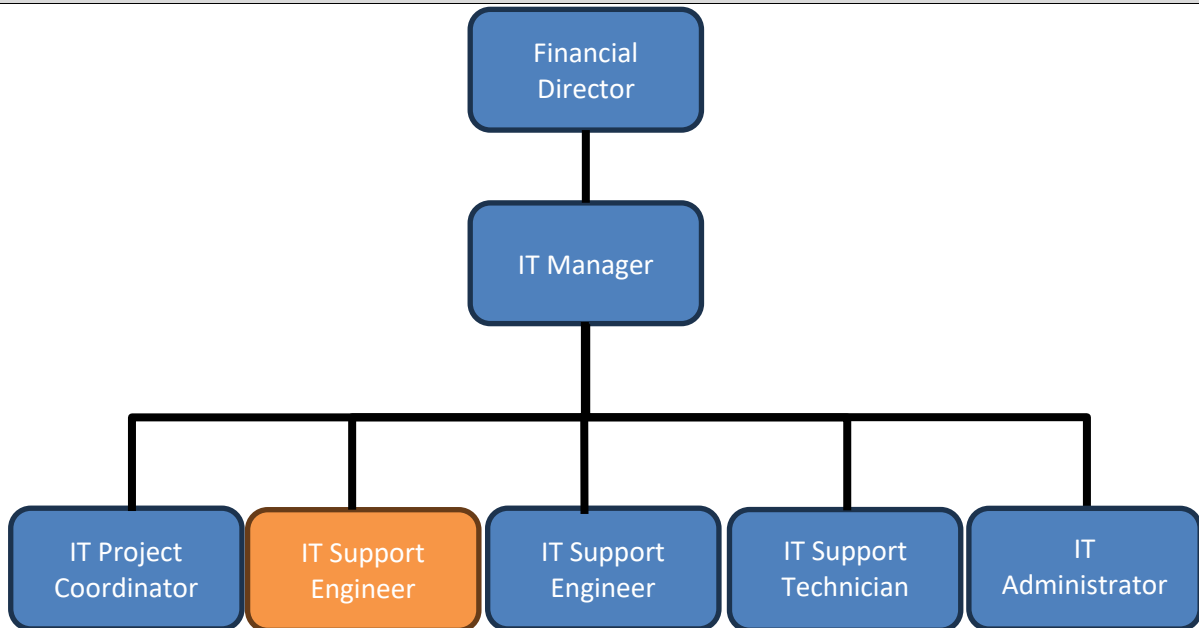




Job Description

Entity in which the role sits:	Beaulieu Enterprises Limited	Position type:	Full-time
Job title:	IT Support Engineer		Please enter number of hours per week below: 40
Department:	IT		Permanent Salaried
Location:	John Montagu Building, Beaulieu, SO42 7ZN		Additional information: Mon to Fri 8:30am to 5:30pm Out of Hours work for time off in lieu.
Salary range: (Based on experience)	£ 30,000 to £35,000 Full-time equivalent salary (FTE)		
Study package?	No		
Driving licence required?	Yes	Standard Beaulieu Hybrid Working Policy Applies:	No
Travel required?	Yes		A hands-on role- some ad-hoc remote working.
Start date:	01/04/2026		
Application cut-off date:	09/03/2026		

Reporting lines:





Job Description

Purpose of the role:		
<p>The core objective 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 their different systems and devices across the network.</p> <p>The IT infrastructure runs across a wide area of the Estate and is relied upon by many different departments as well as our customers and visitors. This role plays a vital part in keeping the businesses IT systems running in order to provide an excellent service to our customers and visitors.</p>		
Qualifications / Education (or equivalent)	Importance	Assessment approach
Further/ Higher Education in Computing or IT	Essential	Shortlisting
Full UK Driving License	Essential	Shortlisting
Industry Recognised Qualifications (i.e. CompTIA/ Microsoft Cert)	Desirable	Shortlisting
Experience	Importance	Assessment approach
Proven IT Support of a Business Network	Essential	Shortlisting
Customer Service Experience	Essential	Shortlisting
Support of a EPOS/ CCTV/ Telephony Systems	Desirable	Shortlisting
Skills	Importance	Assessment approach
Excellent Customer Service	Essential	Interview
Clear Communicator (both written and verbal)	Essential	Shortlisting / Interview
Ability to Easily Adapt to Bespoke Software Applications	Essential	Shortlisting / Interview
Project Management	Desirable	Shortlisting / Interview
Knowledge and understanding	Importance	Assessment approach
Microsoft Office Knowledge to a High Level in Order to Support Others	Essential	Shortlisting / Interview
Knowledge of Business IT Networks Including; Switching, Managed Printing, Active Directory and Server Setup Configuration	Essential	Shortlisting / Interview
Understanding of EPOS/CCTV/ IP Telephony Systems	Desirable	Shortlisting / Interview
Attributes	Importance	Assessment approach
Team Player	Essential	Interview
Good at Problem Solving (both alone and as part of a team)	Essential	Interview
Excellent Communication Skills	Essential	Interview
Manages Time Efficiently	Essential	Interview
Eager to Learn	Essential	Shortlisting / Interview
Excellent Troubleshooting Abilities	Essential	Shortlisting / Interview



Role and responsibilities

The main responsibilities include providing on going daily IT Support, where necessary escalating issues to third party contractors. Resolving technical issues in a timely manner, monitoring issue progress via ticketing systems where relevant. Assisting with the maintenance and development of IT, including installing new workstations and completing IT equipment audits.

Throughout the year support must be provided to events, including cabling and systems setup prior to the event and weekend support for staff and contractors at the event itself.

Compliance must be maintained for the various systems in use, including but not limited to the General Data Protection Regulation (GDPR) and the Payment Card Industry Data Security Standard (PCI DSS).

Undertaking assigned projects and supporting others on project work. This includes providing out of hours support for planned infrastructure upgrades/ installations.

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.