SHUTTLEWORTH

IT SUPPORT TECHNICIAN
RECRUITMENT PACK

ABOUT US

A year-round visitor attraction in the heart of Bedfordshire, Old Warden aerodrome is one of the only remaining grass airfields in the country. The visitor attraction is made up of the Collection, Swiss Garden, Shuttleworth House, and extensive surrounding Parkland. It also boasts an on-site café.

As well as daily visitation, Shuttleworth offers regular events, including a summer air show season that welcomes around 29,000 visitors each year, family and commercial events, private hire opportunities and weddings.

As an educational charity, we are proud to offer a range of learning opportunities to schools and colleges. Our engineering apprenticeship programme has led to many of our in-house engineering team working with us for many years.

The Collection

Honouring the legacy of our patron, Richard Ormonde Shuttleworth, The Shuttleworth Collection is a treasure trove of airworthy vintage aircraft from 1909-1950, agricultural and steam exhibits, veteran vehicles, classic motorcycles, bicycles, carriages, and buses.

Swiss Garden

Beautifully restored, this RHS partner garden is a unique example of a Regency Garden in the 'Alpine' style.

Shuttleworth House

Shuttleworth House hosts a range of events throughout the year, as well as being a hugely popular wedding venue. There are various spaces available for corporate bookings and away-days.

Parkland

The Shuttleworth site includes stunning lakes and parkland which can be hired for events and is open to various public walking routes.

The Shuttleworth Trust – registered charity: 307534 – was set up to honour the life and legacy of Richard Ormonde Shuttleworth, a keen aviator, racing driver and horse racer, who was tragically killed in 1940 during a night training exercise for the RAF.

IT SUPPORT TECHNICIAN

As an IT Support Technician, you will play a key role in maintaining and optimising the Trust's computer systems, networks, and software. Reporting directly to the Head of Finance, you will act as the first point of contact for all IT issues, ensuring prompt and effective resolution of problems. You will be responsible for providing technical support to internal users, troubleshooting hardware and software issues, and maintaining high system performance. This role requires a proactive and efficient approach to issue resolution, and your input will be vital to enhancing overall user satisfaction and system reliability.

Key purpose of the role:
- Manage on-site support for the Trust, focusing on Windows servers, Office 365 administration.
- Troubleshoot network configurations (routers, firewalls).
- Manage day-to-day tasks include maintaining hardware, software updates, and conducting system diagnostics.
- Manage security protocols.
- Manage IT Asset Register.
- Manage telecommunications.
- Remote desktop support (TeamViewer).
- Use your understanding of Wireless, fibre, LAN,WAN networks.
- Resolve technical issues within Managed Service Providers.

Administration:
- Ensure all communications are responded to or forwarded to agreed handlers.
- Ensure all financial procedures are adhered to as required by the Accounts department.

Relationships:
- Invest in and promote close working relationships in all areas of the Shuttleworth Trust.
- Work in collaboration with volunteer IT support and administrators.

Policies and procedures:
- Comply with Health and Safety legislation.
- Comply with GDPR legislation.
- Adhere to organisational and security policies.
- Develop and maintain policies and procedures that support and deliver departmental objectives.

Personal responsibilities:
- Demonstrate personal integrity in all day to day interactions with colleagues and volunteers, working as a positive influence and role model, acting with professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff and volunteers along with changes and developments.
- Protect the reputation of the Trust.
- Maintain professional levels of confidentiality commensurate with the role.

CANDIDATE SPECIFICATION

E=Essential/D=Desirable

Qualifications:
- CompTIA A+ 220-1101 (Core 1): Hardware, networking, mobile devices, and troubleshooting. (D)
- CompTIA A+ 220-1102 (Core 2): Operating systems, security, software troubleshooting, and operational procedures. (D)
- CompTIA Network+ (exam N10-008) (D)
- Microsoft Certified: Windows Client (MTA/MCSA) (E)
- Cisco Certified Network Associate (CCNA) (E)
- ITIL 4 Foundation (D)
- EC-Council Certified Ethical Hacker exam (312-50) (D)

Evidence - Certification

Work Experience:
- Maintenance, repair, renewal and installation of networks (E)
- Installation and fault finding on CISCO networks (D)
- MS Office 365 and MS Products - Administration (E)

Evidence - Application / Interview

Work Experience:
- Microsoft Server Administration and troubleshooting (E)
- Knowledge of backup setup and administration (E)
- Microsoft Office products installation, administration and troubleshooting (E)
- Knowledge of Wordpress websites would be an advantage (D)
- DNS setup and administration (D)

Aptitudes:
- Adhere to the Shuttleworth principles at all times (E)
- Work collaboratively with other colleagues, departments and volunteers (E)
- Adopt a flexible approach to meet the needs of the business (E)
- Consider and respect the challenges of others (E)
- Engage with the needs of Health & Safety (E)
- Work in the interests of Shuttleworth maintaining its reputation at all times (E)
- Embrace diversity (E)

Evidence - Application / Interview

- Ability to commute to work and drive on-site (E)

Evidence - Current British/Irish Driving License

- Right to Work in the UK (E)

Evidence – Interview/ Original physical passport, BRP, BRC or a share code.

TERMS & CONDITIONS

Job Title: IT Support Technician

Reports to: Head of Finance

Annual Salary: £15,600 - £18,000 pro-rata (£26,000 - £30,000 FTE) DoE

Working Pattern: 3 days per week, to include some mandatory shifts during the air show season
                            (1 May - 31 October)

Job Type: Permanent, part time

Benefits:
- Canteen
- Company events
- Company pension
- Discounted food
- Employee discount
- Free parking
- Life insurance
- On-site parking
- Store discount

Schedule: 24 hours per week

Annual leave: 13.5 days pro-rata + 5 Bank Holidays (22 days + 8 Bank Holidays FTE)

Ability to Commute: Biggleswade (essential)

Ability to Relocate: Biggleswade: Relocate before starting work (required if applicable)

Work Location: In person, on-site.

Reference ID: IT Support Technician

HOW TO APPLY

To apply for this role, please submit your CV and a covering letter outlining your suitability for the role to jobs@shuttleworth.org

We look forward to hearing from you.