



JOB DESCRIPTION

Position:	IT Support 1 st Line & 2 nd Line Engineer
Reports to:	IT Manager
Salary:	£26,000 - £29,000 per annum, dependent upon experience
Location:	Dumfries House, Scotland

The King's Foundation

The King's Foundation is a charity founded by King Charles III and was first formed in 1990. Inspired by the vision and values of His Majesty, the Foundation focuses on creating better communities where people, places and the planet can coexist in harmony.

The charity offers education courses for over 15,000 students annually, health and wellbeing programmes for nearly 2,000 people every year, and spearheads placemaking and regeneration projects in the UK and overseas to revitalise communities and historic buildings.

The King's Foundation is headquartered at its flagship regeneration project, Dumfries House in Ayrshire, Scotland, and acts as custodian of other historic Royal sites including the Castle of Mey in Caithness, Scotland, and Highgrove Gardens in Gloucestershire, which are open to visitors. The Foundation also carries out its work at educational and cultural hubs in London, based at The King's Foundation School for Traditional Arts in Shoreditch, Trinity Buoy Wharf on the River Thames and the Garrison Chapel in Chelsea.

The work of The King's Foundation is underpinned by our Founder His Majesty The King's philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future. We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work. We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments. We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

The Role:

We are looking for an experienced, enthusiastic, and proactive IT Support 1st and 2nd line engineer to join our team. The ideal candidate must have the ability to take a proactive approach to IT support and good business acumen in order to understand our business model and value that IT brings to the business.

Key Tasks

Specific Duties will include:

- Responsible for office hardware, software asset and license management
- Order supplies for IT office assets
- Support video conference systems
- Support remote access facilities
- Document procedures and systems
- Manage asset registers
- Knowledge of and logging support requests to helpdesk system.
- Supporting all office desktops
- Administering Window servers
- Support iPhone/Android devices
- Support office printers
- Manage and maintain SharePoint sites
- Ensure network security and data protection
- Maintain accurate documentation of IT systems and processes
- Set up of AV systems for small conferences and meetings

Person Specification

The essential skills, knowledge and experience required are:

- In depth support knowledge of Microsoft Windows 10, 11 & Mac Devices
- In depth support knowledge of Microsoft Office 365 and Sharepoint

Desirable skills, knowledge and experience required are:

- Proven track record and experience in Desktop support
- Degree or HND in IT or similar
- Microsoft certifications
- Ability to work independently
- Strong problem solving and troubleshooting skills
- Excellent communication skills
- Knowledge of ITIL best practices
- Knowledge of prevent/safeguarding?

Other:

- The post will be based at Dumfries House, Cumnock, KA18 2NJ with the requirement to travel on occasion.
- Your working hours will be 37.5 hours per week, working 9am to 5pm.



- You must have the legal right to work in the UK.
- This post is considered to be a regulated activity therefore any offer will be subject to a satisfactory disclosure check with the Disclosure Scotland.

Applications: Please submit a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson, email address: - hr.recruitment@kings-foundation.org and request an application form.

Closing date for applications: Thursday 25 September 2025 at 5pm