



WHO WE ARE

Buccleuch is a diverse and innovative business with a passion for sustainable land use in rural Britain. People are at the heart of Buccleuch, in particular, colleagues, tenants, customers and visitors. Our commercial enterprises, including leisure & hospitality, agriculture, forestry, energy, rural estates and commercial property, provide approximately 500 jobs in local communities.

For more information about us, and what we do, look at our website here:

www.buccleuch.com



OUR VALUES



- We treat each other with respect
- We do our best for customers
- We care about our communities
- We actively manage our impact on the environment

WORKING FOR US

Shepherd, Lettings Agent, GIS Technician, Gardener, App Developer, Joiner, Wildlife Ranger, Barista, Forester, Surveyor, Retail Assistant, House Guide, Project Manager, Finance Assistant, Fencer, Site Engineer...

Just some of the many and varied roles people carry out at Buccleuch and chances are, you won't have worked anywhere like it before. Whether you're based on one of our stunning rural estates or in our centrally located modern Edinburgh office, if you join us, you can expect to be busy and challenged, but you'll never find it dull. Colleagues are encouraged to use their initiative and many have had the opportunity to develop their roles. We're particularly committed to safety and wellbeing and we like to think this is a great place to work.

In our last People Survey colleagues reported that they are proud to work for Buccleuch, they understand what is expected of them and feel that their team environment is supportive. Here's what some of our colleagues had to say:

"A thoroughly enjoyable place to work"

"Buccleuch is unique but it's the people that really make it"

"I'm very proud to work for Buccleuch and feel very much part of an amazing team"

"Really listened to colleagues to find out what benefits they would appreciate the most"

"The company has really demonstrated commitment to everyone's wellbeing"

"The mansion houses and grounds are so beautiful and it's interesting to work with a family whose roots trace back to King Charles II and beyond"

"Progressive and always looking to improve ways of working"



THE ROLE

Role title	IT Engineer	Perm/temp	Permanent
Location	Edinburgh	Hours per week	37.5
Start date	ASAP	Manager's role	Head of IT

As IT Engineer you will join a well-established team in providing comprehensive IT support services to our unique and diverse business. Key responsibilities include:

- Assisting the Team to manage and support Buccleuch's complex IT infrastructure
- Providing IT support services via email, telephone, remote access and on-site visits
- Maintaining a high level of customer service for all support enquiries.

We offer the flexibility to work 40% each week (two days for a full-time 5 days per week role) from home (on request) subject to the satisfactory completion of a probation period. Please note, weekend and out of hours work will occasionally be required to minimise disruption to the business.

You will find more detail about the day-to-day responsibilities and tasks involved in this role at the end of this pack.

Salary & benefits

Salary range (dependent on experience)*	£21,500 - £24,000
Employer pension contribution (subject to you contributing 3.5%)	5.5%
Annual leave (inclusive of public and statutory holidays)*	30
Life assurance	2.5 times salary
Other	Private health scheme

*Salary & annual leave are pro-rated for part-time colleagues



Holidays increase by one day for five years' continuous employment (up to a maximum of 5 additional days) and we offer the opportunity to join a holiday purchase scheme (after one year's employment) along with a pension and cycle to work salary exchange schemes.

THE PERSON

We want to hear from candidates who can demonstrate the skills, traits and experience outlined below.

Essential skills

Knowledge of Microsoft based server and desktop operating systems, networks and office systems

Effective time management and organisational skills

Excellent technical problem solving skills and a logical approach

Strong communication skills and able to explain technical issues in simple terms

Outstanding customer service skills

Personal traits & behaviours

A can-do attitude and willingness to provide support and assistance to colleagues

Positive and flexible approach; able to work out of hours when required

Adaptable with the ability to learn new information quickly

Team player who can make a positive contribution

We welcome applications from candidates with all ranges of experience; this opportunity could equally suit an experienced IT Engineer as well as someone who is keen to develop and gain experience in a supportive environment.

Not essential, but helpful

- Previous experience in first or second line support
- Certified as either a Cisco Certified Network Associate (CCNA)
- Microsoft Certified Professional (MCP)
- Have experience with the following technologies, Active Directory, Windows Server, Microsoft 365, SharePoint Online, Microsoft Hyper-V, Exchange Online, and network switches.



ROLE SPECIFICS

On a day-to-day basis, our IT Engineer will:

- Provide 1st line technical support by email, phone and via remote access, ensuring that IT users' queries and problems are dealt with promptly and effectively
- Maintain a high standard of customer service for all support enquiries
- Take ownership of technical problems through to resolution, and being proactive when dealing with user issues
- Visiting other offices to troubleshoot problems that cannot be fixed remotely
- Assisting with general office administration tasks
- Supporting the team with a variety of ad hoc IT infrastructure development projects

We ask all our colleagues to:

- Be familiar with, and adhere to our company policies, guidance and practices
- Co-operate with colleagues to ensure that Buccleuch is a safe place to work and visit, reporting any concerns to a relevant manager or a member of the safety team
- Undertake other duties as may be required from time-to-time and are consistent with the overall responsibilities of the role.

APPLYING FOR THE ROLE

Sound interesting? If you haven't already applied and think you have the right skills, attitude and experience to join our team, we would love to hear from you! To apply, simply email your CV and a covering letter to our recruitment team at recruitment@buccleuch.com.

If you have any questions about the role, would like this information presented in a different format, or would like more information about our application process, please contact us at recruitment@buccleuch.com

