

IT Engineer Person Specification

	JOB REQUIREMENTS	Essential	Preferred	Assessed
Knowledge, Experience and Skills	GCSE / CSE in English and Maths, grade C or above Higher Education qualification in ICT	✓		A
	Degree Level Qualification in ICT		✓	A
	2 years' minimum experience of working in an ICT support role in an education or customer service environment	✓		A, I
	Experience supporting external customers	✓		A,I
	Demonstrate a good working knowledge of network technologies, Microsoft windows server, desktop operating systems and Microsoft Office products.	✓		A, I
	Experience of working with Linux Servers and using server-based virtualisation technology. Experience using backup and disaster recovery products for both physical and virtual environments.	✓		A, I
	Experience of managing a technical project from design to implementation	✓		
	Demonstrable working experience of the following is essential: <ul style="list-style-type: none"> - Computer programming - L2 and L3 networking protocols - E-mail services – Office 365 - Wireless networking technology - Web filtering and firewall configuration - Network storage devices and protocols, i.e. SAN, NAS, iSCSI - Group Policy Management - Imaging end user devices on a large scale - Server 2012R2, 2016, 2019 DNS, DHCP, VOIP, Microsoft Active Directory,	✓		A,I
	Experience of working with / knowledge of the following is essential: <ul style="list-style-type: none"> - Configuration management applications and Mobile Device Management software such as Microsoft SCCM, Airwatch, InTune - Volume Licensing - VMware and veeam - Cloud technologies e.g. Google Apps, Sharepoint, Asset management, email filters - Print management software e.g. Papercut - Apple operating systems – Mac OSX, iOS 	✓		A, I

	- Knowledge of school management systems i.e. SIMS / knowledge of database management i.e. MS SQL		✓	A, I
	Staff management / task delegation experience	✓		A, I
Supervision / Management and Decision Making	Experience of inventory management	✓		A, I
	Setting development targets		✓	A, I
	JOB COMPETENCIES	Essential	Desirable	
Interacting and Presenting – Presenting and Communicating Information	Excellent communicator able to effectively respond to queries from internal and external customers and project credibility in responses. Expresses opinions, information and key information and key points of an argument clearly. Responds quickly to the needs of an audience and to their reactions and feedback.	✓		A, I
Creating & Conceptualising – Creating and Innovating	Produces new ideas, approaches and insights. Creates innovative products or designs. Produces a range of solutions to problems. Seeks opportunities for organisational improvement. Devises effective change initiatives.	✓		I
	Helpful and positive attitude in a busy environment	✓		I
	Often works with a high level of autonomy on a day to day basis.	✓		I
	Excellent logical approach towards trouble-shooting and fault finding.	✓		I
Organising and Executing – Planning and Organising	Sets clearly defined objectives. Plans activities and projects well in advance and takes account of possible changing circumstances. Manages time effectively. Identifies and organises resources needed to accomplish tasks. Monitors performance against deadline and milestones.	✓		A, I
	Demonstrable attention to detail			
Supporting and Co-operating – Working with People	Demonstrates an interest in and understanding of others. Adapts to the team and builds team spirit. Recognises and rewards contribution of others. Listens, consults others and communicates proactively. Supports and cares for others. Develops and openly communicates self-insight.	✓		A, I
	Able to use initiative and seek appropriate solutions to problems	✓		I
Analysing & Interpreting – Applying Expertise and Technology	Applies specialist and detailed technical expertise. Develops job knowledge and expertise through continual professional development. Shares expertise and knowledge of others. Uses technology to achieve work objectives. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. Demonstrates an understanding of different organisation departments and functions.	✓		A, I
Child Protection	A commitment to the responsibility of safeguarding and promoting the welfare of young people	✓		I
	Enhanced DBS disclosure (<i>to be completed by preferred candidate following interview</i>)	✓		I

	Willingness to undertake Child Protection training when required	✓		I
--	--	---	--	---

A = by application, I = assessed on Interview Day