



Central IT Engineer - Person Specification

JOB REQUIREMENT		Essential	Preferred	* How assessed
Qualifications, knowledge and experience	GCSE / CSE in English and Maths, grade C or above (or equivalent) Higher Education qualification in ICT (or equivalent)	✓		A
	Degree Level Qualification in ICT (or equivalent)		✓	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
	Accuracy and attention to detail	✓		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, Entra, Intune 	✓		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, 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. Arbor /knowledge of database management i.e. MS SQL		✓	A, I
	Experience of inventory management	✓		A, I

	Interacting and Presenting - Relating & Networking Establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships with others. Ensure image is respectable and professional at all times.	√		I
	Organising and Executing - Delivering results and meeting customer expectations Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals. Ability to be an effective timekeeper and able to manage and organise your own time. Ability to work to deadlines and a willingness to respond positively to all aspects of work.	√		I
Personal and interpersonal	Organising and Executing - Following Instructions & Procedures Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role. Ability to use initiative and problem solve. Demonstrable attention to detail.	√		I
	Supporting and Co-operating - Working with People Demonstrates an interest in and understanding of others; adapts to the team and supports team spirit; listens, consults others and communicates well; supports and cares for others; develops and openly communicates self-insight. Helpful and positive attitude in a busy environment.	√		I
	Adapting and Coping - Coping with Pressures and Setbacks Works productively in a pressurised environment; keeps emotions under control during difficult situations; balances the demands of a work life and a personal life; maintains a positive outlook at work; handles feedback well and learns from it; is mindful of the levels of resilience within the teams they lead and manage and works to enhance those levels of resilience	√		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> .	√		C
	A commitment to the responsibility of safeguarding and promoting the welfare of young people.	√		I

* A = application, C = clearances, I = interview, T = task