

Document: Person Specification

Job Title: IT Field Engineer

	Essential	Desirable
Qualifications		
Educated to secondary level	✓	
Educated to degree level or equivalent		✓
Relevant professional qualification		✓
Record of continued professional development		✓
Experience		
Relevant experience - minimum one year	✓	
Microsoft Windows 7 operating systems onwards	✓	
Microsoft Office Application Suite 2013 onwards	✓	
Microsoft Server 2008 operating systems onwards		✓
Active Directory/Operational Units <i>Example: User Creation</i>	✓	
School based software/applications		✓
Software distribution using automated tools		✓
Capita SIMS Management Information system		✓
Exchange server 2010 onwards and Office 365		✓
Wireless and local area networks	✓	
Projectors, IWBs and other interactive teaching technologies <i>(Example: Smart Notebook, MimioStudio, Imperio, Lanschool)</i>	✓	
Printers and print management solutions <i>Example: PaperCut</i>		✓

iOS devices and mobile device management <i>Example: AirWatch, Lightspeed</i>		✓
G Suite (formerly Google Apps for Education) including device management		✓
The ability to install IT equipment including, but not limited to; desktops, laptops, audio visual equipment, printers, projectors, apple products and also provide diagnostic support	✓	
Backup solutions <i>Example: Veeam</i>		✓
Diagnostic skills in resolving computer peripheral and application errors	✓	
Professional skills and abilities		
Excellent written and oral communication skills	✓	
Ability to prioritise and manage conflicting demands and meet deadlines	✓	
Demonstrable proactive and innovative approach to work	✓	
Strong organisational, project management and planning skills		✓
Strong analytical skills with the ability to analyse, interpret and communicate relevant management information	✓	
A proven track record in managing customer relationships and providing excellent customer service in a customer delivery environment		✓
A self-starter, with the ability work alone on-site with clients and as part of a team	✓	
An individual that is both flexible and reliable in terms of working hours	✓	
1st line support experience	✓	
Other		
Commitment to equality of opportunity and the safeguarding and welfare of all students	✓	

Self-motivated and proactive	✓	
Ability to work collaboratively with colleagues	✓	
Willingness to undertake training	✓	
Flexible and proactive attitude	✓	
The ability to form and maintain appropriate relationships and personal boundaries with children and young people in line with the GLF Safeguarding and Child Protection Policy and the Staff Code of Conduct	✓	

GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under- represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.