

 **Elthorne Park High School**

 **IT Support Engineer**

 **Person Specification**

**Position Title:**  Multi-Site IT Support Engineer

**Responsible To:** Network Manager

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| **Category / Requirements** | **Weighting** |
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| **Qualifications:*** University degree or vocational training in Computer Science or related field
* 5 GCSEs A – C
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| **Experience:*** Experience working in an IT helpdesk setting delivering 1st & 2nd line support
* Experience installing, configuring, maintaining, & repairing computers and networking hardware & software
* Experience communicating effectively with adults & children
* Working in an educational setting
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| **Knowledge:*** Microsoft server systems, including Windows Server 2012, Active Directory
* Microsoft desktop systems, including Windows 10 Professional, Microsoft Office products
* Wireless networking
* Antivirus administration
* Managing Network Printers
* Audio Visual Equipment (Projectors, Interactive Displays, Sound & Lighting)
* PC maintenance and fault diagnosis
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| **Skills:*** Excellent time management skills
* Excellent written and verbal communication skills
* Technical troubleshooting and problem management skills
* Interpersonal skills sufficient to assist non-technical users of ICT
* Ability to assess and re-prioritise workloads when circumstances or demands change
* Ability to work independently or as part of a team
* Ability to work under pressure whilst maintaining a positive and professional attitude
* Excellent IT, literacy and numeracy skills
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| **Aptitudes:*** Resilient, flexible and demonstrate an ability to work well under pressure
* Professional and self-motivated
* Ability to set, meet, & manage own priorities & timescales
* Ability to keep accurate records
* Committed to continuous personal development
* Attention to detail in communication and planning
* Willing to learn and develop new skills

Key: E = Essential The post cannot be performed without demonstrated evidence of these criteria. D = Desirable Desirable additional criteria, which will enhance the performance of the incumbent**The school is committed to safeguarding children and expects all staff and volunteers to share this commitment. The school follows safe recruitment practices to protect children and vulnerable adults** | EEEEEEE    |
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