

**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 | D  E |
| **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 | D  E  E  E  D |
| **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 | D  E  D  D  D  D  E |
| **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 | E  E  D  E  E  E  E  E  E  E |
| **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** | E  E  E  E  E  E  E |
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