**Document:** Person Specification

**Job Title:** Onsite Engineer

| | Essential | Desirable |
|---|:---:|:---:|
| **Qualifications** | | |
| Educated to secondary level | ✓ | |
| Educated to degree level or equivalent | | ✓ |
| Relevant professional qualification | | ✓ |
| Record of continued professional development | | ✓ |
| Full clean UK driving licence | | ✓ |
| **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 *Example: User Creation* | ✓ | |
| 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 *(Example: Smart Notebook, MimioStudio, Imperio, Lanschool)* | | ✓ |

| | | |
|---|:---:|:---:|
| Printers and print management solutions<br>*Example: PaperCut* | | ✓ |
| iOS devices and mobile device management<br>*Example: AirWatch, Lightspeed* | | ✓ |
| 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<br>*Example: Veeam* | | ✓ |
| 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 | | ✓ |

| Personal Attributes | | |
|---|---|---|
| An effective communicator | ✓ | |
| Ability to remain professional and maintain confidentiality at all times | ✓ | |
| Good time management | ✓ | |
| Trustworthy and approachable | ✓ | |
| Willingness to undertake training | ✓ | |
| Ability to use initiative | ✓ | |
| 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 | ✓ | |