

**Document:** Person Specification

**Job Title:** Infrastructure Engineer

	Essential	Desirable
<b>Qualifications</b>		
Educated to A level / Diploma	✓	
Educated to degree level or equivalent		✓
Certifications in Microsoft / Cisco / Virtualisation (MCITP, MCSE, MCSA, MCTS, MCP, CCNA, CCNP, CCIE, VCP, CCA, CCE, CCP)		✓
Record of continued professional development	✓	
<b>Experience</b>		
Relevant experience - minimum two years	✓	
Have excellent experience in a helpdesk or technical support environment	✓	
Microsoft Windows 7 operating systems onwards	✓	
Microsoft Office Application Suite 2013 onwards	✓	
High level knowledge of Microsoft Server 2008 operating systems onwards	✓	
Active directory, group policy, DHCP, DNS & ADFS	✓	
Experience in VPLS / WAN technologies		✓
Experience in co location services		✓
School based software/applications		✓
Software distribution using automated tools	✓	
Capita SIMS Management Information system		✓
Excellent knowledge of Exchange server 2010 onwards and Office 365	✓	

Good networking knowledge, including wireless and firewall & switch management <i>Example: Ruckus, HP, Cisco</i>	✓	
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 - configure and manage <i>Example: Veeam</i>	✓	
Virtualisation technologies <i>Example: VMware, HyperV</i>	✓	
Diagnostic skills in resolving computer peripheral and application errors	✓	
Second line support experience	✓	
Third line support experience		✓
<b>Professional skills and abilities</b>		
Excellent written and oral communication skills	✓	
Ability to quickly understand and evaluate new technologies as required	✓	
Quality and service focused	✓	

Ability to prioritise and manage conflicting demands and meet deadlines under pressure	✓	
Demonstrable proactive and innovative approach to work	✓	
Excellent 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	✓	
An individual that is both flexible and reliable in terms of working hours	✓	
Excellent diagnostic skills	✓	
<b>Other</b>		
Commitment to equality of opportunity and the safeguarding and welfare of all students	✓	
Willingness to undertake training	✓	
This post is subject to an enhanced Disclosure and Barring Service check	✓	
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	✓	