



## PERSON SPECIFICATION

<b>JOB TITLE</b>	Field Engineer
<b>DEPARTMENT/SECTION</b>	IT Services

### SAFEGUARDING:

*Forest School is committed to safeguarding and promoting the welfare of children.*

The postholder will be required to;

- Complete an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.

Field engineers are the first technical point of contact to our users, thus are required to always act in a professional manner. Field engineers are expected to be proficient in desktop, networking, and cloud technologies to provide support to the end user as and when required.

The table below outlines some technologies that field engineers need to be proficient in, but not limited to these areas. Forest School may require that Field Engineers perform any other tasks deemed reasonable within the job scope.

Area	Description	Desired	Essential
Workstation Hardware and Operating Systems	Knowledge of workstation hardware including, but not limited to: Laptops, Desktops and Tablets; Scanners; Printers; Mobile Phones; Any other workstation peripherals deemed reasonable. Latest client operating system technologies including, but not limited to Windows, MacOS, Android and IOS.		X
Desktop Software	Installation, configuration and troubleshooting of desktop software technologies. Examples of software technology environments include Office Suites, Security Software, Educational Software, etc		X
Networking	Installation, configuration and troubleshooting of networking hardware. Knowledge of networking technologies including, but not limited to the following: Media Types, Networking Components, Protocols and Standards, IP Addressing, Network Security.		X

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Area	Description	Desired	Essential
Telephony and Communications	Knowledge of mobile phone technologies, unified communications technologies (Teams, Zoom, etc), IP telephone services, video conference technologies	X	
Specialised Server Applications and Technologies	Basic configuration and troubleshooting of server software technologies from Microsoft. Examples of software technology environments include Active directory, DHCP, DNS.	X	
Business Applications and Cloud Services	Microsoft 365, Microsoft Teams, Exchange Online, SharePoint Online, OneDrive.		X
Scripting/ Programming Languages	Knowledge of administrative scripting and programming languages including, but not limited to: PowerShell, HTML, CMD.	X	

Desired Qualifications:  
(Candidate should have equivalent certification and should strive to attain most over time)

CompTIA A+  
 CompTIA Network+  
 Exam MS-900: Microsoft 365 Fundamentals  
 Exam AZ-900: Microsoft Azure Fundamentals  
 Exam MS-102: Microsoft 365 Administrator  
 Exam MD-102: Endpoint Administrator  
 Exam MS-700: Managing Microsoft Teams  
 Exam SC-300: Microsoft Identity and Access Administrator  
 Barracuda Email Protection Foundation

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