

# Person Specification



## Technical Services Engineer

	Essential	Desirable
<b>Education and Qualifications</b>		
Good level of education to at least A-Level standards or equivalent	✓	
<b>Experience</b>		
Providing a quality and friendly service to end users	✓	
Microsoft Windows Server environments – Active Directory user management, security groups	✓	
Microsoft Windows 11 and Apple macOS Operating Systems		✓
Microsoft Office 365	✓	
Desktop and Laptop hardware including Apple products	✓	
OS Virtualisation	✓	
Printer hardware including multi-function devices		✓
Familiar with projectors and interactive displays		✓
Familiar with support desk ticket logging and tracking		✓
<b>Knowledge and Understanding</b>		
Health and Safety regulations		✓
Awareness of safeguarding	✓	
TCP/IP wired and wireless networking	✓	
NTFS and POSIX permissions	✓	
Monolithic and thin imaging, software deployment		✓
Network and client security including firewalls, anti-virus and malware	✓	
<b>Skills and Attributes</b>		
Ability to work in an organised and methodical manner	✓	
Ability to identify work priorities and manage own workload within agreed parameters	✓	
Ability to demonstrate pro-activity and problem-solving skills	✓	
Ability to maintain accurate work records and inventories	✓	
Ability to deal with confidential information and an understanding of data protection legislation	✓	
Liaise and communicate effectively with others	✓	
Ability to work effectively as part of a team	✓	
<b>Personal Qualities</b>		
Proactive approach	✓	
Excellent interpersonal and communication skills	✓	
The ability to communicate at an appropriate level with both staff and students	✓	
Punctual, trustworthy and reliable	✓	
Self-motivation and initiative	✓	
<b>Other</b>		
Willingness to work non-standard hours on occasion	✓	
Willingness to maintain confidentiality on all school matters	✓	
Willingness to participate in further training and developmental opportunities	✓	
Willingness to be supportive of all safeguarding policies and procedures and to be aware of different types of abuse	✓	
To be ambitious personally and for the school	✓	