

POST TITLE: ICT Engineer Grade 2

Attribute	Essential	Desirable	How Identified
Qualifications/ Training	<ul style="list-style-type: none"> ▪ Good standard of education; i.e. 5 GCSEs or equivalent, including English & Maths. ▪ Demonstrate excellent computer skills. 	<ul style="list-style-type: none"> ▪ Microsoft certification for clients. 	Application Form
Specialist Skills/ Experience /Aptitudes	<ul style="list-style-type: none"> ▪ Proficient IT user, competent with current methods of communication. ▪ Ability to perform office duties within a small team providing admin and clerical support. ▪ Excellent communication skills. ▪ The ability to work both within a team, independently and to manage own time effectively, but have the awareness as to when to seek guidance or refer upwards. ▪ Ability to work under pressure. ▪ Experience in a technical environment. ▪ Knowledge of Network & Application software. ▪ TCP/IP principles. ▪ Practical experience with MS Windows Server 2003 and up. ▪ Practical experience with MS Windows 7 and up. ▪ Good understanding of Active Directory and Group Policy ▪ Knowledge of DHCP and DNS ▪ Experience of rollout methods for mass PC/Laptop deployment 	<ul style="list-style-type: none"> ▪ Prior experience working within the education sector. ▪ MS Datacentre Server 2012 and general virtualisation concepts. ▪ Database administration; Microsoft SQL. ▪ Practical knowledge of use of spread sheets and database technology ▪ Practical experience with RM systems ▪ Practical experience with Apple products ▪ Knowledge of Wireless technologies ▪ Knowledge of RAID configurations ▪ Knowledge of classroom interactive devices; Touch Screens and Interactive Whiteboards ▪ Knowledge of MS Exchange ▪ Good background in Customer Care. 	Application Form supplemented by Interview
Disposition/ Attitudes	<ul style="list-style-type: none"> ▪ Accurate and able to work to deadlines. ▪ Professional, friendly and approachable manner. ▪ Commitment to personal development. ▪ Self-motivated and enthusiastic worker. ▪ Willing to take responsibility. ▪ Conscientious. ▪ Numerate. ▪ Display initiative. ▪ Diplomatic and sensitive in dealing with enquiries. 	<ul style="list-style-type: none"> ▪ Ability to build and sustain client relationships. ▪ Interest in business development and sales opportunity. 	Interview
Other Criteria	<ul style="list-style-type: none"> ▪ Evidence of the above skills & attributes. ▪ A DBS check is essential for this post. 	<ul style="list-style-type: none"> ▪ Flexibility and willingness to work outside office hours if required. 	Application Form