

Personal Specification (Lead IT Support Engineer)
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	Essential	Desirable	Application/ Interview
EDUCATION AND TRAINING			
A-level or equivalent qualifications, or Level 3 apprenticeship	X		
MTA / MS900 qualification		X	
Driving license and own transport	X		
EXPERIENCE			
Minimum 2+ years' experience working in an IT Support role for local and remote users within an AD environment	X		
Supporting compute and mobile devices within a private WAN using end point device management solutions	X		
Experience of working with virtualized Microsoft servers	X		
Experience of working with virtualized user desktop solutions (especially RDS)	X		
Experience of Remote Desktop access and control software	X		
On-premises and cloud backup solutions		X	
Use of IT Glue is desirable		X	
On-premises and cloud based telephone solutions experience			
Support of POS devices and retail electronic till solutions		X	
Supporting cloud and non-cloud Wi-Fi solutions		X	
Training / development of others		X	
Staff management experience		X	

KNOWLEDGE AND SKILLS			
Demonstrable experience of MS 365 suite administration with Windows 10	X		
Ability to troubleshoot WAN connected devices including MFD's		X	
Exposure to working with AD, Azure AD and Group Policy		X	
A solid working understanding of networking including VPN's, WAN's and firewalls		X	
Ability to troubleshoot issues a practical and methodical manner	X		
Ability to create and maintain Windows command and PowerShell scripts		X	
Experience of Sophos products		X	
Experience of Microsoft Deployment Toolkit		X	
PERSONALITY AND DISPOSITION			
Be open, approachable, able to work calmly and methodically under pressure	X		
Be able to communicate at all levels, including with non-technical staff	X		
Be able to self-organize and prioritise workloads	X		
Be driven and have attention to detail	X		