



WESTMINSTER SCHOOL

I.T. Helpdesk Engineer (12 month fixed-term contract) – person specification

	Criteria	Essential	Desirable
Qualifications/Professional Development	Formal education to GCSE level (or equivalent)	Yes	
	Professional Certification(s) in IT or evidence of Continuing Personal Development		Yes
Knowledge/Experience	Experience in an IT helpdesk or support role	Yes	
	Technical knowledge of Windows and macOS operating systems, hardware, and software	Yes	
	Reasonable understanding of typical (school) IT infrastructure, including Windows server environments, Microsoft technologies (Active Directory, Group Policy, O365/Microsoft 365), networking principles (TCP/IP, DNS, DHCP, Wi-Fi), and end-user device support (Windows 10/11 and macOS/iOS).		Yes
	Experience with helpdesk ticketing systems	Yes	
	Basic networking knowledge	Yes	
	Understanding of IT security best practices	Yes	
	Experience working within a school environment, including with educational software and hardware		Yes
	Familiarity with educational software or Management Information Systems (MIS)		Yes
	Experience managing virtualised environments (e.g., VMware, Hyper-V)		Yes
	Knowledge of safeguarding	Yes	

	An understanding of, and commitment to Equal Opportunities policies and a willingness to promote equality of opportunity in all aspects of the work	yes	
Skills and abilities	Strong troubleshooting and problem-solving skills	Yes	
	Ability to work autonomously and as part of a team	Yes	
	Calmness, efficiency, and the ability to work under pressure as necessary	Yes	
	Ability to develop and maintain effective relationships with all members of the school community and outside agencies	Yes	
	Excellent interpersonal skills	Yes	
	Strong communication skills, both written and verbal	Yes	