



WESTMINSTER SCHOOL

Helpdesk Engineer – person specification

	Criteria	Essential	Desirable
Qualifications/Professional Development	Formal education to NVQ Level 3 or equivalent	Yes	
	Relevant IT certifications		Yes
	Evidence of continuing professional development and/or interest in longer-term professional development within IT support		Yes
Knowledge/Experience	Experience in a customer-facing IT support role	Yes	
	Experience supporting Windows, macOS and iOS devices	Yes	
	Experience supporting Microsoft 365 applications and user access issues	Yes	
	Experience working with IT service desk or ticketing systems	Yes	
	Experience troubleshooting routine hardware, software and AV issues	Yes	
	Experience working collaboratively within a small support team	Yes	
	Experience providing second-line support under guidance		Yes
	Experience supporting classroom or educational technologies		Yes
	Experience supporting device management tools such as Intune or Jamf		Yes
	Experience of working in a school or education environment		Yes
	Knowledge of safeguarding	Yes	
	An understanding of and commitment to the School's Equal Opportunities Policies and a willingness to promote	Yes	

	equality of opportunity in all aspects of their work		
Skills and abilities	Strong customer service skills with a clear and professional communication style	Yes	
	Patient, professional and approachable manner	Yes	
	Good problem-solving and troubleshooting ability	Yes	
	Reliable, discrete and with good judgement	Yes	
	Ability to manage competing priorities in a busy support environment with a calm and effective approach	Yes	
	Ability to work independently while contributing effectively as part of a team	Yes	
	Willingness to develop technical skills and broaden experience within the helpdesk function	Yes	
	Adaptable to changing priorities and service demands	Yes	
	Proactive approach to learning and service improvement		Yes