

IT Projects Engineer – Person Spec

Qualifications

Measured by: CV and pre-interview voice recording

Essential:

- BTEC/NVQ Level 3 in Computing or equivalent, or equivalent demonstrable experience.
- Willingness to work towards Microsoft certifications.

Desirable:

- Microsoft certifications such as AZ-104, MS-102 or MD-102.

Experience

Measured by: CV, pre-interview voice recording and interview (including technical questions)

Essential:

- 2nd/3rd line support in a customer-facing role, ideally within an MSP, including supporting 1st/2nd line colleagues.
- Administering Windows, Microsoft 365 and Windows Server, including Active Directory, DNS, DHCP, Group Policy, file and print services and Hyper-V (or another hypervisor technology).
- Configuring business networks, including switching, VLANs, firewalls, VPNs and Wi-Fi.
- Delivering server migration projects end to end, from planning through cutover to handover.
- Resolving complex escalated issues through root cause analysis, and documenting the outcome clearly.

Desirable:

- Microsoft cloud depth: Intune / endpoint management, Entra Cloud Sync, Azure Virtual Desktop and advanced Microsoft 365 administration.
- Migration and automation: SharePoint/OneDrive migration tools and PowerShell scripting.
- Network equipment and domains: Unifi, DrayTek or similar, and public DNS / domain name management.

- Broader support: Apple Mac devices and using AI tools to assist troubleshooting.

Skills

Measured by: CV and pre-interview voice recording

Essential:

- Communicates clearly by phone and email, explains technical issues to non-technical clients, and builds strong relationships with customers and colleagues.

Aptitudes

Measured by: CV and interview

Essential:

- Logical, methodical and calm under pressure; prioritises planned project work against urgent customer needs.

Attitude & values

Measured By: CV and interview

Essential:

- Takes ownership: reliable, accountable and sees tasks through independently.
- Positive and keen to develop: helpful, works well in a team, accepts feedback, uses initiative and is willing to work towards Microsoft certifications.

Travel

Measured by: Application form

Essential:

- Can commit to a predominantly office-based role in Burnley
- A car driver with ability to drive to clients' sites (or has alternative means of transporting IT equipment)

