

IT Implementation Engineer Skills Matrix

Skill	Basic Knowledge Desirable	Basic Knowledge Essential	Advanced Knowledge Desirable	Advanced Knowledge Essential
OFFICE BASICS	iTeam Health and Safety Policy			
	iTeam Fire Procedure Policy			
	iTeam Confidentiality Policy			
	iTeam Time Logging Policy			
	iTeam DSE Policy			
SUPPORT TOOLS	Ticket Logging Systems			
	Remote Monitoring Systems			
	Remote Control Tools			
	Enterprise Management Portals			
	Password Management			
DESKTOPS	Hardware			
	Pre-Windows 7 OS	✓		
	Windows 7			✓
	Windows 8			✓
	Windows 10			✓
	Apple Mac	✓		
	Microsoft Office			✓
	Antivirus			✓
	Networking		✓	
	User Software - General (eg Adobe Reader)			✓
	Input/Output Devices			✓
PERIPHERALS	Inket Printers			
	Laser Printers			
	All In One Devices			
	Scanners			
SERVERS	Hardware			
	Pre-Windows Server 2008 OS	✓		
	Windows Server 2008 & 2008r2		✓	
	Windows Server 2012		✓	
	Windows Server 2012r2		✓	
	Small Business Server		✓	
	Server Backup Software		✓	
	KVM	✓		
NETWORKING	Cabling/Dataports			
	Switches			
	POE			
	Patch Panels and Cabinets			
	IP Addressing			
	ADSL			
	VDSL/FTTC			
	Ethernet-Provided Links			
	Routers			
	Firewalls			
	Standard Wireless			
OTHER	UPS			
	Web Content Filtering	✓	✓	
	Thin Clients	✓		
	Handheld Terminals	✓		
EMAIL	Office365			
	Microsoft Exchange	✓		
	Outlook		✓	
	Spam Filtering		✓	
VOIP	VOIP - On Premises			
	VOIP - Hosted	✓		
	VOIP - Handset Hardware	✓		