

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Post: Technical Services Engineer

Post No: NAM 120

Person Specification

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	Educated to degree level in a relevant field, or equivalent practical experience.	E	Certificate
Experience	Experience working in an IT or technical support environment, including end-user support and troubleshooting.	E	Application and Interview
	Experience supporting Apple Mac-based environments.	D	Application and Interview
	Working with audio-visual systems, including installation, support, and maintenance.	D	Application and Interview
	Experience supporting live events or presentation environments.	D	Application and Interview
	Working in web development and associated technologies.	D	Application and Interview
	Working as part of a team.	E	Application and Interview
	Managing contractors and other third parties.	D	Application and Interview
Knowledge	Understanding of accessibility and user interface design.	D	Application and Interview
	Understanding of digital media formats.	D	Application and Interview
	Good working knowledge of IP networking and end-user connectivity.	D	Application and Interview
	Awareness of cyber security principles and best practice.	E	Application and Interview
	Understanding of device management and endpoint security (e.g. Jamf).	D	Application and Interview
Skills	Proficient in the use of macOS.	E	Application and Interview
	Ability to diagnose and resolve technical issues across hardware, software, and AV systems.	D	Application and Interview
	Video editing skills.	D	Application and Interview
	Experience with business applications and productivity platforms (e.g. Microsoft 365, Google Workspace).	D	Application and Interview
	Excellent interpersonal and communication skills.	E	Application and Interview

	Strong project management skills.	D	Application and Interview
	Excellent problem solving skills with a hands-on approach.	E	Application and Interview
	Ability to prioritise and manage workload in a busy support environment.	E	Application and Interview
	Familiarity with IT service management practices (e.g. ticketing systems, ITIL).	D	Application and Interview
Aptitudes/Special Requirements	A desire to self-develop.	E	Application and Interview
	Excellent attention to detail.	D	Application and Interview
	Well organised, with the ability to manage multiple tasks and priorities	D	Application and Interview
	A proactive and customer-focused approach to support.	D	Application and Interview
	Comfortable working in a public-facing environment, including live events.	D	Application and Interview
	Full UK driving licence.	D	
	An interest in British military history.	D	Application and Interview

KEY: E = Essential D = Desirable

April 2026