![Queen's University Belfast logo]

Candidate Information

Position: Apprentice IT Service Desk Analyst (3 Posts)
School/Department: Information Services
Reference: 23/110743
Closing Date: Monday 27 March 2023
Salary: Starting salary £19,578 per annum.
Anticipated Interview Date: Wednesday 10 May 2023
Duration: On successful completion of the 2 year apprenticeship you will move to permanent IT Service Desk Analyst.

JOB PURPOSE:

The Apprentice will become an integral part of the Digital and Information Services (DIS), IT Service Desk IT team and under supervision will provide both proactive and responsive hardware and software support to staff and students.

MAJOR DUTIES:

1. Provide a professional IT Service Desk service to the staff and students at the University, dealing with a range of queries in person, by phone and by email/TEAMS.
2. Provide first-line support for the diagnosis and resolution of computing-related queries and problems, resolving problems in the first instance, assigning them to self or IT Service Desk colleagues for follow-up or escalating them as required, by building a thorough understanding of our services and support teams.
3. Assign tasks, where appropriate, to other teams within Information Services and track these tasks to successful completion, while communicating progress to the customer.
4. Maintain a record within the IT Service Desk system of all calls to the IT Service Desk, including details of problem resolution.
5. Install and maintain computer systems and applications to defined standards on a university-wide basis.
6. Adopt a proactive approach to the identification and resolution of computer-related problems.
7. Maintenance of relevant information and documentation on all deployed systems, e.g., systems specifications, user documentation and maintenance schedules.
8. Perform audits on deployed systems within QUB departments to ensure compliance with suitable specifications of hardware and software such as Antivirus and Operating System build. Offer recommendations to departments on hardware and software configurations.
9. Provide specialist technical advice, information and assistance to users to resolve problems and to maximise service quality, efficiency and continuity.
10. Participate on project groups with specific objectives/targets in collaboration with other teams within Information Services and wider IT community in the University.
11. Maintain both technical and soft skills to align with Team/IS objectives.
12. Your job title does not define or limit your duties and you may be required to carry out other reasonable work within your abilities as may be reasonably requested by management from time to time.

ESSENTIAL CRITERIA:

1. Five GCSEs, at Grade C or above which includes English Language and Mathematics, AND; a grade C pass at A level in any subject area (or an equivalent qualification in any discipline).

   Apprenticeships are designed to develop new knowledge and skills at a higher level than you already have, or in a new vocational area. So, you will not be eligible to apply if you already hold the same or similar qualification in the same vocational area.

2. While no specific experience is required for this role candidates must demonstrate:
   - Good communication skills
   - Understand and know how to deliver a good customer service
   - An interest and enthusiasm for IT
   - Good time management skills
3. Ability to communicate clearly and accurately on the telephone in person and electronically.
4. Able to work as part of a team.
5. Strong motivation to take on new challenges and to learn.

DESIRABLE CRITERIA:
1. Experience of Windows and Microsoft Office, including Word, Excel and Outlook.