

Candidate Information

Position: IT Technician
School/Department: School of Social Sciences, Education and Social Work
Reference: 23/110783
Closing Date: Monday 17 April 2023
Salary: £26,642- £30,619 per annum
Anticipated Interview Date: Tuesday 9 May 2023
Duration: Permanent - Full time

JOB PURPOSE:

To provide technical and administrative support to facilitate the smooth running of the School's diverse computing platforms across administrative, teaching, and research areas. The successful applicant will act as first point of contact for many users, resolving their issues either on their own or in collaboration with other School support staff, or central QUB IT.

MAJOR DUTIES:

1. Provide a high-quality IT service to staff and research students in the school, dealing with a wide range of queries, in person, by phone and by email.
2. Provide first-line support for the diagnosis and resolution of computing-related queries and problems, resolving problems in the first instance or escalating with Information Services as required.
3. Install and maintain computer systems and applications to University defined standards.
4. Provide specialist technical advice, information and assistance on audio, video and multimedia production, video editing etc for staff and research students.
5. Perform audits on deployed systems within the School to ensure compliance with suitable specifications of hardware and software such as Antivirus and Operating System build.
6. Management of School software licences.
7. Attend and participate in Information Services forums/project groups, providing updates to senior management.
8. Manage incoming deliveries of computer systems; record in inventory system, register for access to QUB networks, install standard software and enrol in management systems. Issue systems to users and assist with migration from old systems. Manage return of old systems for redeployment or recycling as appropriate.
9. Ensure maintenance of current and future stock requirements of equipment for the School.
10. Monitor computer inventory via regular audits and management systems. Maintain suitable records on all deployed systems.
11. Advise School staff and students on best information security practice. Use management systems to monitor and enforce compliance with University policy on patching, encryption, and related matters.
12. Assist users with access to central QUB systems, e.g., networks, printing, software repositories, Office365, SharePoint, or webserver CMS.
13. Monitor and maintain a safe working environment in accordance with Health and Safety procedures.
14. Assist with preparation of computer suites for teaching use. Lead creation, testing, and deployment of software images and updates.
15. Adopt a proactive approach to the identification and resolution of computer-related activities.
16. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

ESSENTIAL CRITERIA:

1. Academic and/or vocational qualifications i.e., OND/ONC and/or NVQ level 3 (or equivalent) with significant computing content.
2. A Minimum of 3 years' experience in a technical support role to include each of the following:
 - Support of customers using PCs with MS Windows in MS Active Directory Environment.
 - Installation of Operating Systems and applications software on desktop or server systems.
 - Support of MS Office.

3. Ability to create and maintain technical and support documentation.
4. IT literacy and comprehensive technical knowledge of a range of computing systems, hardware and software.
5. Excellent communication skills in both written and spoken English.
6. Evidence of excellent customer service, demonstrating an appropriate balance between technical problem solving and a diplomatic approach employing tact and initiative when dealing with a diverse range of end users.
7. Experience in supporting colleagues under stress due to technical issues.
8. Ability to prioritise own work within a general plan to meet deadlines.
9. Understanding of when to escalate issues to senior colleagues.
10. Analytical and problem-solving skills.
11. Ability to develop and demonstrate standard equipment and techniques.

DESIRABLE CRITERIA:

1. Higher level academic or vocational qualification, e.g., an undergraduate degree or equivalent in a course with significant computing content.
2. Considerable experience of providing customer support in a direct customer-facing role.
3. Experience in several of the following areas:
 - Windows 10 system imaging and deployment.
 - Windows Server administration.
 - Quest KACE.
 - Lightweight imaging and application deployment frameworks for Windows.
 - Active Directory administration
 - Supporting Microsoft Office packages, Exchange, Office365, and SharePoint.
 - Hardware/software troubleshooting and repair.
 - Inventory and asset management.
4. Experience in the support of Apple hardware and software.
5. Experience working in a further/higher education environment.