Candidate Information

Position: Technical Officer (IT and Education)
School/Department: School of Chemistry and Chemical Engineering
Reference: 24/112051
Closing Date: Monday 12 August 2024
Salary: £28,456 - £30,948 per annum
Anticipated Interview Date: Wednesday 11 September 2024

JOB PURPOSE:

To assist the IT team with technical and administrative support to ensure the delivery of a high-quality IT support service to users within the School.

MAJOR DUTIES:

1. Provide a high standard of technical support to staff and students in the use of computing and peripheral equipment and software.
2. Install, configure and maintain IT equipment and software.
3. Diagnose and rectify faults and problems with Windows PCs, Apple systems and peripherals.
4. Assist with the preparation of computing laboratories and configure equipment for teaching purposes. Support the deployment and testing of software images.
5. Provide ad-hoc audio-visual support for lectures/presentations within the School.
6. Prepare redundant equipment for redeployment or disposal.
7. Physical transfer and set-up of computer equipment.
8. Support the use of Canvas (VLE), including providing module management support to academic staff.
9. Support the development and upkeep of the School website.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by line manager.

ESSENTIAL CRITERIA:

1. *A minimum of ONC/OND and/or NVQ 3 (or equivalent qualification) in relevant subject (e.g. Computing, Information Technology or related subject).
2. *2 years relevant work experience to include:
   - Providing technical support in a work environment to include PCs with Microsoft Windows 10 and macOS operating systems in an Active Directory environment – with a primary focus on Windows 10/11.
   - Installation of systems and applications software on desktop or server systems.
   - Supporting Microsoft Office, Exchange, Office365 and SharePoint.
3. *Excellent technical knowledge across a wide range of IT areas.
4. Well-developed analytical and problem-solving capability.
5. Good communication and interpersonal skills.
6. Ability to interact with students, all categories of staff and external contact points.
7. Carry out a range of tasks, working with minimal direct supervision.
8. Evening work may be required during semester time.

DESIRABLE CRITERIA:

1. A degree with a major IT component.
2. Experience of working in the higher education sector.
3. Experience of supporting a website using a Content Management System.
4. Experience of using a VLE.
5. Experience of Windows desktop image creation and deployment using Clonezilla, Symantec.

ADDITIONAL INFORMATION:

Informal enquiries to Martin Catney: m.catney@qub.ac.uk