Candidate Information

Position: Apprentice IT Technician
School/Department: School of Electronics, Electrical Engineering and Computer Science
Reference: 24/112073
Closing Date: Friday 9 August 2024
Salary: £26,093 - £26,400 per annum
Anticipated Interview Date: Monday 2 September 2024
Duration: Fixed Term - Full Time available for 3 years

JOB PURPOSE:

To train as an apprentice Computer and Electronics technician, undertaking a structured training program of academic study, supervised workshop / laboratory work and on-the-job training. The apprentice will train, develop and be supported in this role, gaining the required skills and knowledge to provide the range of technical support to assist in the smooth running of the School's computing and electronics laboratories and staff computing environment.

The apprentice will work and learn as part of a team providing first-line support for the diagnosis and resolution of computing-related queries and problems, resolving problems in the first instance or escalating them to colleagues for follow-up as required. They will learn to provide support for a range of electronics equipment, projects and teaching.

MAJOR DUTIES:

1. Install and maintain computer systems, electronics and applications to defined standards.
2. Operate and carry out routine maintenance on computing devices, printers, peripherals and AV equipment.
3. Provide a high-quality technical support service to the staff and students of the School, dealing with a range of queries, in person, by phone and by email.
4. Carry out routine maintenance of computing and electronics laboratories.
5. Monitor levels of stocks/stores and ensure that equipment, consumables and work area are ready to use when required.
6. Prepare and carry out computer support tasks, following guidelines and/or procedures.
7. Resolve work problems where possible, referring more complex problems to supervisor.
8. Interact with customers in a professional manner and be an ambassador for the School within the University.
9. Work independently and as part of a team across School sites on campus.
10. Comply with Health and Safety procedures affecting self and others within the workspace and the university and undertake basic training provided by the university.
11. Maintain routine documentation and report basic information to supervisor.
12. Carry out such other duties as may be required and which fall within the general role or as required by Head of School.

ESSENTIAL CRITERIA:

1. Hold a minimum of 5 GCSEs, A* - C (9-4) or equivalent (eg. NVQ level 2), to include Maths, English and a scientific subject.
2. Demonstrable knowledge and interest in Engineering, IT, Technology or Electronics.
3. Proven basic knowledge of regulations and procedures, including H&S requirements.

DESIRABLE CRITERIA:

1. Ability to demonstrate communication skills appropriate to a professional working environment.
2. Evidence of developing/improving/enhancing skills through practical application.
3. Ability to demonstrate a methodical and logical approach to tasks.
4. Ability to work on own initiative and to prioritise tasks.
5. Able to demonstrate working successfully as part of a team.
6. Experience of building PCs or performing hardware/software upgrades.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to Will Plunkett at w.plunkett@qub.ac.uk