

## Candidate Information

**Position:** Apprentice Computer Assistant (2 posts)  
**School/Department:** IT Systems and Services  
**Reference:** 25/112574  
**Closing Date:** Monday 16 June 2025  
**Salary:** £25,901 - £26,524 per annum, plus 15% Shift Allowance.  
**Anticipated Interview Date:** Tuesday 8 July 2025  
**Duration:** 2 years

### JOB PURPOSE:

To provide IT Service Desk and related support duties within the University's computing services. By successfully completing your apprenticeship, you will gain the skills, qualifications and experience to undertake the role of an Apprentice Computer Assistant which will encompass the duties listed.

### MAJOR DUTIES:

1. Provide a professional IT Service Desk service to all customers of the University, dealing with a range of queries in person, by phone and electronically including liaise with contractors, suppliers and other visitors.
2. Ensure the effective and efficient operation of the Student Computing Centres (SCCs) in the University to allow customers to make full use of the IT facilities.
3. Provide first-line advice and support to customers for 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.
4. Monitor hardware and other equipment on a regular basis to ensure that all equipment is fully functioning and move equipment as and when required.
5. Diagnose and resolve hardware and software problems where possible, escalating problems as required.
6. Maintain supplies of MFD consumables e.g. paper, toner and other materials. This includes lifting and carrying of boxes of paper and replenishing MFD consumables.
7. Provide general support for the activities of DIS colleagues, including configuration of PCs and assistance with special operations such as Registration and Enrolment.
8. Assign tasks, where appropriate, to other teams within DIS and track these tasks to successful completion, while communicating progress to the customer including maintaining a record within the IT Service Desk system of all calls to the IT Service Desk, including details of problem resolution.
9. Install computer systems and applications to defined standards on a university-wide basis and adopt a proactive approach to the identification and resolution of computer-related problems.
10. Any other duties which may reasonably be requested by line management.

### ESSENTIAL CRITERIA:

1. Five GCSES, at Grade C or above, which must include English Language and Mathematics.

### DESIRABLE CRITERIA:

1. Ability to communicate clearly and accurately on the telephone/MS TEAMS chat, in person and electronically.
2. Able to demonstrate an aptitude for the skills taught in the apprenticeship (for example through work experience, qualifications or references).
3. Experience of Windows and Microsoft Office, including Word, Excel, Outlook and PowerPoint.

### ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Kat Healey - [kat.healey@qub.ac.uk](mailto:kat.healey@qub.ac.uk)