

Candidate Information

Position: Computer Technician
School/Department: School of Electronics, Electrical Engineering and Computer Science
Reference: 25/112683
Closing Date: Sunday 17 August 2025
Salary: £32,186 - £36,912 per annum
Anticipated Interview Date: Monday 1 September 2025
Duration: Permanent

JOB PURPOSE:

To provide technical and administrative support to ensure the smooth running of the University/School's large hybrid computing platform and to assist in its development and expansion across multiple sites. Provide 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.

To work either as an individual or as a member of appropriate project teams.

MAJOR DUTIES:

1. Install and maintain computer systems and applications to defined standards.
2. Operate and carry out routine maintenance on computing devices, printers, peripherals and AV equipment.
3. Provide a high standard of specialist technical support in relation to computer systems to staff and a large body of undergraduate and postgraduate students.
4. Liaise with research, teaching and administrative staff interpreting their requirement and obtaining software and hardware solutions, using technical expertise to design appropriate solutions.
5. Diagnose and rectify faults and problems with computers, workstations and other peripherals.
6. Prepare computing laboratories and configure equipment for teaching purposes. Create and manage software images, deployment to labs, server installation, configuration and commissioning.
7. Evaluate and make recommendations on the implementation of new or improved software, hardware and infrastructure.
8. Use relevant tools to monitor and analyse performance of computing resources.
9. Develop procedures to support the school's support programme.
10. Maintain relevant records, information and documentation on all deployed systems.
11. Monitor and maintain appropriate stock levels of components and consumables for staff and laboratories.
12. Monitor and maintain a safe working environment in accordance with health and safety procedures.
13. Carry out other appropriate duties as required by senior management.

ESSENTIAL CRITERIA:

1. Academic or vocational qualifications e.g. HND/HNC, NVQ level 3 or equivalent standard in a relevant subject (lower qualifications may be considered if balanced by a greater amount of relevant experience).
2. Significant work experience in a computer technician role(s) within a high-tech environment.
3. Evidence of having a comprehensive technical knowledge and experience of a wide range of computing systems, hardware and software including knowledge of Microsoft Windows 10/11.
4. Demonstrable understanding and awareness of relevant Health and Safety regulations and procedures.
5. Evidence of:
 - A well-developed analytical and problem-solving capacity.
 - Excellent organisation, planning and time management skills with ability to plan and organise short-term and medium-term activities.

6. Evidence of:
 - Excellent team working skills.
 - Excellent oral, communication and interpersonal skills.
 - Ability to be responsive to change and adaptable to new challenge.
 - Demonstrating attention to detail and works to exceptional levels of accuracy even under pressure.
7. Willingness to work outside normal working hours if required by the role.

DESIRABLE CRITERIA:

1. Demonstrable experience in an IT role in an educational setting.
2. Working knowledge of Mac OS/UNIX/LINUX operating systems.
3. Proven experience of Android/iOS mobile devices.
4. Knowledge of Microsoft Active Directory.