



Candidate Information

Position:	IT Officer
School/Department:	School of Medicine, Dentistry and Biomedical Sciences
Reference:	26/113185
Closing Date:	Monday 23 March 2026
Salary:	£41,519 - £49,536 per annum.
Anticipated Interview Date:	Wednesday 1 April 2026
Duration:	Fixed term available until 31 March 2027

JOB PURPOSE:

The postholder will support the research, administration and training functions of the Precision Medicine Centre through the provision of high-quality IT support to all levels of staff and postgraduate students.

MAJOR DUTIES:

1. Support all levels of teaching, research and administrative staff by providing a high quality IT support service for the diagnosis and resolution of IT related queries and problems.
2. Install and commission new IT equipment and software to University standards.
3. Perform proactive maintenance on deployed systems in the centre, ensuring compliance with University standards.
4. Provide specialist technical advice, training, information and assistance to staff to resolve problems and maximise service quality, security, efficiency and continuity.
5. Ensure the centre's IT developments are compatible with the University's IT strategy. Also liaise with external suppliers and other third parties where appropriate.
6. Work closely with the School's IT staff and, when required, central IT services.
7. Assist in the development and maintenance of the centre's web pages.
8. Manage, maintain, administer and support the Centre's Windows, Linux, Web servers and Information Management systems.
9. Consult with all staff regarding planning and development of work and provide assistance to them in the sourcing, acquisition and integration of IT equipment. Where appropriate, research, develop and deploy new systems, software and hardware to meet requirements.
10. Contribute to the drafting and evaluation stages of tender documentation leading to the procurement of new IT equipment as required.
11. Support staff development through the delivery of one to one/bespoke training programmes.
12. Develop and maintain a software licensing database to ensure the centre and the University meets their legal and contractual obligations.
13. To undertake any other reasonable duties which related to the general ambit of the post and contribute to the work of the centre.

ESSENTIAL CRITERIA:

1. Computing related degree and three years recent relevant experience or HND with five years recent relevant experience working in an IT support environment.
2. Relevant recent experience in an IT support role to include each of the following:
 - Experience with Windows and Linux servers.
 - Support of customers using PCs, running Microsoft Windows, in a networked environment.
 - Experience of supporting Apple hardware (iMac, MacBook and iPad) and operating systems (MacOS and iOS).
 - Experience in troubleshooting PC based hardware and software problems.
 - Experience in the installation of operating systems and applications software.
 - Experience in the support of Microsoft Office.
 - Dealing with suppliers and other third parties in managing IT resources.
3. Comprehensive technical knowledge of the range of computing systems, hardware and software used in the Centre.

4. Well developed analytical and problem solving capability. Be able to adopt and implement innovative solutions to complex technical problems.
5. Keep up to date with the current developments in IT and have an understanding on how these may impact on the functions of the centre.
6. Clear understanding of relevant policies and codes of practice associated with the provision of IT related services in an educational/research environment (e.g. Systems security, Data Protection Act, Health & Safety, Waste Electrical and Electronic Equipment Directive).
7. Ability to advise on and manage IT resources.
8. Well developed communication skills with the ability to communicate complex information to different levels of staff.
9. Good communication and interpersonal skills.
10. Ability to prioritise and organise individual workload to ensure the effective and efficient achievement of individual and team goals.
11. Ability to support and guide other staff in their use of IT related services and resources.
12. Ability to plan and allocate work and responsibilities using discretion to determine priorities and resolve conflicts to meet targets and deadlines.
13. Personable and a good team player.
14. Ability to work outside normal working hours when necessary.

DESIRABLE CRITERIA:

1. Significant experience of providing IT support in a scientific research and discovery or further/higher education environment.
2. Experience of working with and supporting laboratory information management systems.
3. Experience of SQL and FileMaker.
4. Experience of computer programming and updating web content.
5. Windows 11 system imaging and deployment.
6. Windows Server administration.
7. PowerShell scripting.
8. Lightweight imaging and application deployment frameworks for Windows.
9. Active Directory administration.
10. Supporting Microsoft Office packages, Exchange, Office365 and SharePoint.
11. Hardware/software troubleshooting and repair.
12. Inventory and asset management.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Beryl Graham - Bp.Graham@qub.ac.uk.