

Candidate Information

Position: Apprentice Computer Assistant (2 posts)
School/Department: Digital and Information Services
Reference: 26/113371
Closing Date: Saturday 13 June 2026
Salary: £25,901 - £26,524 plus 15% shift allowance.
Anticipated Interview Date: Wednesday 8 July 2026
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 via self-service portals, Microsoft Teams, remote desktop tools, and support ticketing systems — and 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, including hybrid and remote support for off-campus users. Provide SCC IT cover during university holiday periods including Easter and Christmas as required.
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. Handle identity and access management tasks including password resets, multi-factor authentication (MFA) support, and user account administration via Active Directory and Microsoft Entra ID.
5. Monitor hardware and other equipment on a regular basis to ensure that all equipment is fully functioning and move equipment as and when required.
6. Diagnose and resolve hardware and software problems where possible, escalating problems as required. This includes supporting Windows/Apple devices, mobile phones, Microsoft 365 applications, and cloud-based services such as OneDrive, SharePoint and Teams.
7. Maintain supplies of MFD (Multi-Functional Device) consumables and other materials, including replenishing paper and toner, and assist with general upkeep of IT equipment across campus. Provide ongoing support for the University's MFD fleet, including first-line fault diagnosis, liaison with third-party engineers, and ensuring devices are operational and fit for purpose.
8. Provide general support for the activities of DIS colleagues, including configuration and deployment of Windows PCs & laptops, mobile phones, and Apple devices using endpoint management tools.
9. Assist with special operations such as Registration and Enrolment.
10. 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, including details of problem resolution.
11. 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, including cloud-based and SaaS application provisioning.
12. Support the University's cybersecurity posture by following security protocols, flagging suspected phishing or social engineering attempts, and promoting safe computing practices among end users.
13. Proactively identify opportunities to improve team efficiency and service delivery, including suggesting process improvements, contributing to knowledge base articles, and sharing best practices with colleagues to support continuous service improvement.

14. Work towards and participate in SDI (Service Desk Institute) certification as part of your professional development, demonstrating commitment to recognised service desk standards and best practice.
15. 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, via Microsoft Teams, 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 365 in a networked or enterprise environment, including Word, Excel, Outlook, PowerPoint, Teams, OneDrive, and SharePoint.
4. An understanding of cybersecurity best practices, such as recognising phishing attempts and the importance of data protection.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Kerri Mc Daid - k.mcdaid@qub.ac.uk.