

Candidate Information

Position: Apprentice IT Technician
School/Department: School of Psychology
Reference: 26/113549
Closing Date: Monday 31 August 2026
Salary: £28,087 - £30,630 per annum
Anticipated Interview Date: Monday 21 September 2026
Duration: 2.5 years

JOB PURPOSE:

To train as an apprentice IT technician, undertaking a structured training programme 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 required for delivering high quality teaching and research in the School of Psychology. The apprentice will work and learn as part of a team providing IT and systems support in a dynamic technical environment, with a focus on research and labs.

MAJOR DUTIES:

1. Attend Belfast Metropolitan College part-time, and successfully complete a Level 3 Networking Infrastructure Apprenticeship.
2. Install and maintain computer systems, electronics and applications.
3. Operate and carry out routine maintenance on computing devices, AV and other equipment.
4. Assist with the setting up of psychology experiments, including the calibration and maintenance of equipment.
5. Assist in creating software-based experiments and surveys for use in research in platforms such as PsychoPy, including the use of basic programming.
6. Train towards providing high-quality technical support service to the staff and students, dealing with a range of queries, in person and online.
7. Learn to keep accurate inventory records and ensure traceability of School equipment as a matter of good organisation and practice, and to comply with auditing requirements.
8. Maintain our computing spaces and other labs, ensuring that our facilities are tidy, functional and comply with our health and safety standards.
9. Handle support cases using our helpdesk system, prioritising and escalating as required.
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. Help with the documentation of processes which can be easily understood and followed by colleagues.
12. Carry out such other duties as may be required, and which fall within the general role or as required by School management.

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 IT software and hardware.
3. Ability to respond to new challenges
4. Knowledge of working to regulations and procedures, including H&S requirements.
5. Good oral and written communication skills (to be able to communicate effectively with internal/external stakeholders).

DESIRABLE CRITERIA:

1. Successfully completed Mindmill Psychometric testing.
2. Evidence of developing/improving skills through practical application.
3. Able to demonstrate working successfully as part of a team.
4. Experience of building PCs or performing hardware/software upgrades.

5. Evidence of basic programming or scripting ability.
6. Ability to demonstrate communication skills appropriate to a professional working environment.
7. Ability to demonstrate a methodical and logical approach to tasks.
8. Ability to work on own initiative and to prioritise tasks.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to: Aaron Bell at aaron.bell@qub.ac.uk.