

Candidate Information

Position:	Analyst/Programmer - Graduate Trainee
School/Department:	Directorate Office (Academic Services)
Reference:	26/113580
Closing Date:	Monday 5 October 2026
Salary:	Year 1: Grade 6 - £36,366, increasing to £41,727 at the end of Year 1. Year 2: Grade 7 - £42,972 per annum from the end of Year 2.

JOB PURPOSE:

To provide IT development and support services that contribute to the implementation, development, administration, and support of University Library computing services, applications, and our hybrid platform. Working as part of a structured graduate training programme, the post-holder will develop and maintain applications and digital services through automation and digital transformation, using local web technologies and databases, while utilising tools like the Microsoft Power Platform for process automation and reporting.

MAJOR DUTIES:

1. Work as part of a team to design, develop and implement digital solutions to support business needs.
2. Design and implement workflows to automate business processes, reduce manual activity and improve productivity.
3. Integrate Power Platform solutions with external systems and services using APIs, custom connectors, built-in connectors and relevant Azure services.
4. Develop reports and dashboards that provide accurate, useful and actionable insights for University stakeholders.
5. Provide support for the diagnosis and resolution of library-specific hardware and software.
6. Contribute to service improvement by identifying opportunities for digitisation, automation and enhanced user experience for staff, students and researchers.
7. Provide advice, training, documentation and support to end users.
8. Liaise with internal customers in the specification, installation, support, and maintenance of digital services.
9. Provide customer support directly or through the online Service Desk, helping to maintain service quality, efficiency and continuity.
10. Carry out any other duties appropriate to the post as reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. Successful completion, by the date of appointment, of a degree with a significant computing component at 2.1 classification or higher.
2. Demonstrable knowledge of using low-code tools (such as the Microsoft Power Platform) to build end-user solutions, workflows, or reports.
3. Knowledge of web technologies (HTML, CSS, JavaScript, JSON) and server-side programming/scripting languages, with a focus on PHP.
4. Knowledge of working with database technologies e.g., MySQL, Microsoft SQL Server.
5. Knowledge of configuring and troubleshooting hardware and software within a Windows-based network environment.
6. Ability to translate and communicate technical information with clarity and effectiveness to non-technical staff.
7. Excellent written and verbal communication skills, with the ability to work collaboratively with staff at all levels.
8. Ability to work effectively as part of a team and demonstrate personal initiative.
9. Strong organisational skills with the ability to plan, schedule, and manage competing work demands to meet tight deadlines.

DESIRABLE CRITERIA:

1. Professional development and/or support experience working in a relevant information or computing environment.
2. Hands-on experience developing, maintaining, or supporting web applications.

3. Experience configuring, managing, or troubleshooting services within a Windows Server or Linux infrastructure environment.
4. Experience building data visualisations, models, or interactive reports using tools like Power BI.
5. Experience delivering customer service in a structured IT support role or handling technical ticketing via an enterprise Service Desk.
6. Exposure to structured IT frameworks and methodologies, such as Agile, DevOps, or ITIL.
7. A proactive interest in emerging technologies and an understanding of how they can be applied to automate manual workflows and system tasks.

ADDITIONAL INFORMATION:

Salary Progression and Career Development Path:

- Please note that salary progression at the end of years 1 and 2 will be subject to satisfactory performance and the achievement of the objectives set in the preceding period – as determined by line management.
- Your initial salary will be spine point 24 of Grade 6 salary scale. Progression to spine point 29 of Grade 6 salary scale is contingent on achieving Year 1 objectives. Progression to spine point 30 of G7 pay scale is contingent on achieving Year 2 objectives.

Informal enquiries can be directed to: Majella O'Neill - m.oneill@qub.ac.uk.