Sainsbury Wellcome Centre

IT Support Specialist
Information for Candidates

Sainsbury Wellcome Centre for Neural Circuits and Behaviour at UCL

GATSBY

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JOB DESCRIPTION

Sainsbury Wellcome Centre

Vacancy Reference:	1884982
Job Title:	IT Support Specialist
Department:	Sainsbury Wellcome Centre
Salary:	£36,770 - £44,388 per annum inclusive of London Allowance.
Grade:	7
Hours:	36.5 per week (full-time, 1.00 FTE)
Reports to:	IT Relationship Manager
Available until:	Funded until 31 October 2025 in the first instance

About the Sainsbury Wellcome Centre

The Sainsbury Wellcome Centre (SWC) brings together world-leading scientists to investigate how brain circuits process information to generate perception, form memories and guide behaviour. Developed through the vision and partnership of the Gatsby Charitable Foundation and Wellcome, and with substantial investment from these partners, the mission of the SWC is to generate experimentally testable theories of brain function.

The Centre comprises 12 highly interdisciplinary experimental research groups accommodated in a new, purpose-designed building, offering an outstanding and unparalleled research environment. SWC scientists use a broad spectrum of the latest advances in molecular and cellular biology, imaging, electrophysiology and behavioural techniques and enjoy state-of-the-art research laboratories, cutting-edge scientific equipment, technologically-advanced prototyping and fabrication laboratories and custom in-house high-performance computing facilities.

SWC is part of the UCL School of Life and Medical Sciences (LMS). LMS brings together four UCL Faculties to create one of the largest and most prestigious aggregations of academics in biomedical, life and population health sciences worldwide. The School has a global reputation for teaching, informed by cutting-edge research. The School is structured into four Faculties: Brain Sciences; Life Sciences; Medical Sciences; and Population Health Sciences. SWC is most closely linked with the Faculties of Brain Science and Life Sciences, and is aligned administratively with Life Sciences. The Faculty of Life Sciences leadership team works closely with the SWC leadership to support and enable their mission and facilitate research excellence.

Professional Services at the Sainsbury Wellcome Centre

SWC has a specialist and experienced professional services team. It is structured to efficiently support research activity and deliver effective management and operational leadership of the SWC.

The Centre prides itself on offering a high quality administrative, technical and operational support function, and fully supports the professional development and progression of its staff, actively encouraging colleagues to learn new skills and broaden their experience. SWC is supported in this aim by UCL's Organisational Development team who run a wide range of training programmes for all staff types and grades.

Work Environment

SWC offers staff an award-winning work environment in the heart of Fitzrovia with access to pleasant outdoor spaces. The Centre also offers the full range of UCL staff benefits such as a season ticket loan scheme and staff discounts.

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The Role of the IT Support Specialist

As an IT Support Specialist, your role is primarily user focussed and you will be providing prompt, expert technical support to researchers across a wide range of IT services. In addition to this generalist support, you will build on your familiarisation with the research activities at SWC and utilise your specialist IT knowledge to engage proactively with users to develop ways in which IT can improve their work.

You will be working across teams and will be sharing your knowledge and skills with colleagues.

The position requires several focuses including but not exclusive to the following:

Actively engage with users to identify opportunities for improvement – Not waiting for the user to come to you, you will actively seek out ways in which IT solutions can improve your users' ways of working.

Provide support for standard IT services – Day to day IT support will form a significant part of this role. Often you will be the best placed person to provide the solution and will need to maintain and utilise your general IT support skillset.

Main Duties and Responsibilities

Provide specialist IT support and services

- Develop and maintain expertise in specific areas relevant to GCNU/SWC (End user and server hardware, Lab/Scientific IT, Research Applications, Network/Security, Advanced OS support, Collaboration tools, Application packaging and deployment).

- Support users in finding the best solution for their requirements by drawing upon standard SWC services, specialised local services and bespoke solutions as needed.

- To perform hardware installation, configuration, fault diagnosis and repair, decommissioning, and data wiping services.

- To perform facility and service checks, including, but not limited to ensuring sufficient quantities of consumables.

- To provide day-to-day computing support, as a service desk for staff, students and academic visitors.

- Support activities related to adoption of new services introduced by SWC.

- To perform delivery checks, hardware inventory, miscellaneous paperwork.

- To provide cover for colleagues in the team and support the senior system administrators.

Problem diagnosis

- Identify and resolve commonly occurring problems.

- Liaise with colleagues and carry out personal research to develop solutions.

- Participate in working groups for problem resolution.

Provide 1st and 2nd line support

- Resolve 1st line incidents and unresolved incidents from colleagues, adhering to agreed service levels.

- Maintain a high degree of user service for all support incidents & service requests and adhere to all service management principles.

- Promptly & appropriately escalate complex incidents which cannot be resolved to 3rd line support teams.

Support other teams within SWC

- Participate in flexible deployment in support of other teams within SWC.

- Share knowledge with other IT staff and teams within SWC.

- Undertake remote/desk-side customer support as required.

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Monitor and maintain security of IT systems and services

- Ensure devices are regularly patched and updated.

- Proactively identify and resolve security issues.

- Carry out day-to-day incident response.

- Liaise with colleagues and the UCL ISD Information Security Group.

Maintain documentation

- Write & maintain user procedural documentation and review other written documentation to assist the service desk with resolution of common incidents.

- Contribute to and maintain team information repositories

Educate, knowledge share, train and support

- Support activities that inspire our user base to learn and innovate.

- Take part in the creation and development of online instructional video material, including research, script writing, production and narration over online video material.

- Support education activities including delivering presentations, training, running Q&A information sharing sessions and workshops / hackathons where appropriate.

The above description is not exhaustive and the post-holder will be required to undertake any other duties as may reasonably be requested within the scope, spirit and purpose of the post. Job descriptions are reviewed on a regular basis including at the annual appraisal. As duties and responsibilities change, the job description may be amended in consultation with the post-holder.

The post-holder will be expected to actively follow all UCL policies and procedures including Equal Opportunities, maintain an awareness of Fire and Health & Safety Regulations, carry out duties in a resource efficient way as well as actively support UCL's Sustainability policies and objectives, attend management meetings and undertake such training and development as may be required for the post.

All staff are required to act professionally, co-operatively and flexibly in line with the requirements of the post.

Selection Criteria

The selection criteria outline the skills, knowledge and experience required in order to perform this role. Applicants will be selected based on how well they demonstrate that they meet the essential, and if appropriate, desirable criteria for this particular role.

	Essential	Desirable
Qualifications		
A degree or equivalent, preferably in a science or technology discipline, or substantial relevant business experience.	Essential	
Knowledge and experience		
Experience and expert knowledge in at least one of the following areas: End user and server hardware, Lab/Scientific IT, Research Applications, Network/Security, Advanced OS support, Office 365 development, Application packaging and deployment, IT Procurement.	Essential	
A high level of knowledge and experience in a number of core competencies, including client devices, operating systems, networking protocols, standard software packages, Active Directory, printers, file storage systems.	Essential	
Experience and expert knowledge in at least one of the following areas: Linux OS and support, Windows image deployment (SSCM) & configuration, Audio Visual support.		Desirable
Prior experience working in a University, other research organisation, or similar large and complex technology led organisation.		Desirable
Knowledge of Information Technology Infrastructure Library (ITIL) and Scaled Agile methodology		Desirable
Skills		
Hardware skills - familiarity with BIOS, PCIe devices, drivers, printers etc. - building & configuring systems & diagnosing errors.	Essential	
Network skills - ability to configure switches according to documented processes.	Essential	
An ability to see the whole picture, get to the root of issues and to understand the true required outcomes of customer requests.	Essential	
Excellent problem-solving skills including an ability to diagnose complex hardware and software faults.	Essential	
Excellent communication (written and oral), interpersonal and customer service skills.	Essential	
Ability to work under pressure and manage competing priorities.	Essential	
Ability to use Slack, Teams and other collaboration/communications tools.	Essential	
Ability to document system builds etc. & generic user facing documentation.	Essential	
Personal Attributes		
A flexible attitude to work, including the ability to take up new tasks quickly and when required without supervision.	Essential	
Self-motivated, ability to learn on-the-job, and from online courses.	Essential	
UCL Ways of Working for Professional Services		
Committed to providing a responsive and helpful service. Making best practice an absolute priority. Switching easily between tasks for different groups and stakeholders.	Essential	

Documenting and sharing solutions. Promoting personal and professional development.	Essential	
Creating and supporting simple and consistent work processes. Willing to try new ideas which may improve outcomes	Essential	

HOW TO APPLY

Contact Us

If you have any queries relating to the vacancy or the application process, please contact the SWC HR Team: swc.hr@ucl.ac.uk

Applying for the Role

Redeployment candidates
To begin the online application process, please access the advertisement by searching for it via the UCL Redeployment Service using the vacancy reference number.

Please complete the online application form, and use the supporting statement section to outline how you meet the selection criteria. Applications will be shortlisted based on the strength of the examples used to demonstrate that the applicant meets the selection criteria.

All candidates will be notified of the outcome of their application.

External candidates
To begin the online application process, please access the advertisement by searching for it on the UCL vacancy search page using the vacancy reference number, and click on the "Apply Now" button at the bottom of the vacancy advertisement.

Please complete the online application form, and use the supporting statement section to outline how you meet the selection criteria. Applications will be shortlisted based on the strength of the examples used to demonstrate that the applicant meets the selection criteria.

Please note that there is a limit of 2,500 words to explain how you meet the essential criteria, and a limit of 2,500 words to explain how you meet the desirable criteria.

All candidates will be notified of the outcome of their application.

TERMS OF APPOINTMENT

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Pre-employment Checks
Confirmation of appointment will be subject to receipt of satisfactory references, verification of proof of right to work in the UK and to satisfactory pre-employment health and security screening.

Salary
Starting salary will be on the Grade 7 scale according to relevant skills, knowledge, experience and achievement. Staff incrementally progress along the salary scale; the effective date of incremental progression is 01 August each year. You must have completed the period of service stipulated in your contract of employment (typically your probationary period) to be eligible to increment. Incremental progression does not include the discretionary contribution points on the salary scale. Cost of living pay awards are negotiated nationally and are normally effective from 1 August each year.

Pension
Post-holders will be eligible to join the Universities Superannuation Scheme (USS), subject to the Scheme's rules and eligibility conditions.

Conditions of Service
Conditions of Service for Research, Teaching and Professional Services Staff can be found online here.

Probation
Appointments are subject to a probationary period of 9 months.

Hours of Work and Overtime
UCL's full time working week is 36.5 hours per week. SWC is willing to consider flexible-working arrangements, subject to discussion and agreement with your line manager.

Pre-agreed overtime will be offered as equivalent time off in lieu.

Annual Leave
Staff are entitled to 27 days annual leave per year (pro rata for part-time staff). In addition, staff are entitled to 8 days public and statutory holidays, and around 6 UCL closure days with pay per year.

Location
The Sainsbury Wellcome Centre is located in the heart of London around five minutes' walk from the main UCL campus. The mainline railway stations at Euston, King's Cross, St Pancras, Marylebone and Paddington are within easy reach as are the London Underground stations located at Warren Street and Goodge Street.

Equal Opportunities
SWC is committed to the promotion of equality, diversity and inclusion for its staff, students and visitors and is fully supportive of UCL's policy; the full equality policy statement is available online here.

SWC holds an Athena SWAN Bronze award.