ICT Technician

Recruitment Pack

BUILDING BRIGHTER FUTURES

Our story is one of moral purpose. We are a learning community where everyone works collaboratively to plan, spread expertise and tackle challenges together — always focused on putting the needs of our students first. Together we build brighter futures.

Our Mission

We aim to make a difference by raising the horizons and ambitions of everyone who learns, works, and lives within our diverse communities.

Our Values

The Trust is committed to building brighter futures. This commitment is underpinned by three core values:

- Student's first

- It's about learning

- No barriers

Join Us

This is an exciting time to become part of The Futures Trust. Every role here is more than a job — it's real, impactful work that makes a meaningful difference in the lives of our students and their communities. We offer trust wide career paths and invest in outstanding opportunities for our staff to learn, grow, and truly change lives.

4
Primary Schools
✓

6
Secondary Schools
✓

9000+
Students
✓

1300+
Staff
✓

Thank you for considering a career with The Futures Trust.

We are delighted to provide you with this recruitment pack, designed to offer all the information you need to embark on a rewarding journey with us.

The
Futures
Trust
BUILDING BRIGHTER FUTURES

The Futures Trust is committed to Building Brighter Futures for all of its students.

Every decision we make is about the young people we serve, their learning experience and their personal development. We are looking to expand our team of talented professionals who excel in their field to help us on the next phase of our exciting journey.

We look forward to hearing from you.

Job Details

JOB TITLE	ICT TECHNICIAN
OPPORTUNITY	We are looking to appoint an excellent ICT Technician to work with the ICT Network Manager and relevant colleagues to deliver a professional ICT service that adds value and facilitates the achievement of educational outcomes and offers high quality, professional project management to develop the service. To manage, maintain, support and develop the ICT infrastructure to ensure its effective and efficient operation in conjunction with external companies.
REPORTING TO	ICT Network Manager
LOCATION	Predominantly supporting Stoke Park School and Primary Schools within the Trust with a requirement to travel to undertake work at other schools if required
SALARY / HOURS	Grade 4 (£26,243 - £29,838 per annum) pay award pending 37 hours, All Year round, Mon -Thu: 8:00 am -4:00 pm & Fri: 8:00 am - 3:30 pm
BENEFITS ENHANCING WORKING LIVES	- Competitive rates of pay - Professional development opportunities - Career pathways across the Trust - Teacher / Local Authority Pension Scheme - Online retail discount - Employee Assistance Programme - Family Friendly policies to support family & carer commitments - Flexible Working Arrangements **www.thefuturestrust.org.uk/why-work-for-the-futures-trust**

Job Description

Job Purpose

Work with the ICT Network Manager relevant colleagues to deliver a professional ICT service that adds value and facilitates the achievement of educational outcomes and offers high quality, professional project management to develop the service.

To manage, maintain, support and develop the ICT infrastructure to ensure its effective and efficient operation in conjunction with external companies.

Duties and Responsibilities

Strategic
- Ensure that Trust ICT KPIs are met so that educational outcomes are achieved.
- Ensure internal and external SLA targets are met and appropriate qualitative standards achieved.
- Develop and implement robust processes to ensure that a high quality service is provided to the local cluster schools.
- Work in line with the Trust core values of Learners First, It's About Learning, No Barriers.
- Work in accordance with ITIL good practices.
- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with key stakeholders.
- Participate in the design and implementation of infrastructure to meet the requirements of the schools in the local cluster.
- Work with ICT colleagues in designing and implementing the backup, virus protection, security procedures and contingency plans, with reference to protecting hardware, data and confidential information.
- Assist ICT colleagues in identifying software, hardware and working practices required to fulfil functional specifications as defined by staff and in planning for major developments of the ICT service.
- Maintain an overall view of the capacity and capabilities of the infrastructure at the school and contribute to continuous improvement to meet future needs.
- Assist the ICT Network Manager and ICT colleagues in estimating future budget requirements.

Operational

- Provide end-user services, including help desk and technical support services.
- Provide 2nd line support on core ICT infrastructure components and software applications.
- Integrate and maintain multiple client platforms.
- Support the development and maintenance of the VLEs used by the schools within the local cluster.
- Identify failing systems and suggest solutions.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Maintain satisfactory standards of safety and security in relation to ICT suites and computer equipment.
- Support staff and students with the use of ICT, including in-class support where appropriate, and the set-up and preparation of ICT resources around the School.
- Ensure that ICT filtering and monitoring systems are working correctly and monitor as directed.
- Ensure that all work is carried out in accordance with the School's safeguarding policies and procedures.
- Report any detected breach of the School's ICT Acceptable Use policies to the ICT Network Manager.
- Work with relevant colleagues to address any detected breaches of the School's ICT Acceptable Use policies.
- Develop, document, implement and maintain procedures and associated training plans for the infrastructure.
- Project manage assigned projects, this can include "one school" projects or the local aspect of "multi-school" projects, ensuring that they remain within budget and on time.
- Provide resource to projects being managed by colleagues.
- Proactively keep abreast of new and emerging technological developments.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.

Person Specification

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
EDUCATION AND QUALIFICATIONS	• NVQ in ICT equivalent qualification or similar experience. • Evidence of ongoing professional development. • Full driving licence and own transport. • MCP / MCSA / MCSE / CompTIA A+ or equivalent. • ITIL v3 Foundation or equivalent.		Measured by application/ certificates/ license
SKILLS AND ABILITIES	• Able to communicate effectively both verbally and in writing with a range of audiences. • Able to maintain the highest levels of confidentiality and data security. • Highly organised, can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail. • Excellent interpersonal skills and the ability to handle difficult situations in a patient calm and effective way. • Strong problem solving and analytical skills. • Able to present themselves and the ICT service positively and professionally. • Able to work with adults and students. • Able to work in accordance with the schools safeguarding policies and procedures. • Able to self-evaluate learning needs and actively seek learning opportunities. • Able to contribute to the development and maintenance of policies and procedures. • Able to work independently and collaboratively to ensure the delivery of agreed workload. • Can interpret and present written and numerical data in formats including spreadsheets and written reports.		Measured by application/ certificates/ license

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
EXPERIENCE	• A minimum of 2 years' experience of supporting a wide customer base in an ICT support context. • Experience of installing, maintaining, supporting and using computer hardware and software. • Experience of working on and managing projects to achieve agreed objectives/ outcomes.	• A minimum of 1 year's experience of supporting a wide customer base in a 2nd line ICT support context. • Experience of using and preparing audio/visual equipment. • ITIL v3 experience. • Coaching and mentoring.	Application/ Interview
SKILLS, KNOWLEDGE AND UNDERSTANDING	• Strong working knowledge of Microsoft Windows PC and Server operating systems. • Strong working knowledge of Microsoft Active Directory and Group Policy. • Knowledge of cloud-based services such as Microsoft 365. • Knowledge of anti-virus / end point protection solutions. • Strong understanding of network infrastructure and wireless networks. • Install, maintain and troubleshoot infrastructure including networks, servers and storage. • Install, maintain and troubleshoot software and hardware. • Understanding of web filtering and firewall solutions.	• Knowledge of SIMS and SharePoint support and maintenance. • Knowledge of enterprise level backup and archiving solutions. • Knowledge of virtualisation technologies such as vSphere and Hyper-V. • Strong knowledge of mobile devices and their deployment including Apple and Android. • Knowledge of project management methodologies. • Knowledge of deployment and licensing tools such as WSUS, WDS, MDT and KMS. • Administer, maintain and troubleshoot web filtering and firewall solutions.	Application/Inter view/Test

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
OTHER REQUIREMENTS	• A professional role model who is committed to their own professional development and to developing others. • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress. • Able to work flexibly and to attend meetings and INSET days as required.		Application/ Interview

How to apply

Closing date:
Tuesday 31 March 2026

Interviews:
tbc

If you wish to find out more about this role and a career within The Futures Trust please contact the Recruitment Team:
tel: 02477 102134

To apply for this post, please complete the online application form found at:
www.thefuturestrust.org.uk/work-with-us/current-vacancies

On application please read the following policies found at:
www.thefuturestrust.org.uk/work-with-us/recruitment-pack

- Stoke Park School Safeguarding & Child Protection Policy
- Safer Recruitment Policy
- Suitability Policy
- GDPR Privacy Notice for Applicants

The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment.

The successful candidates for all positions will be subject to an enhanced DBS check and Social Media check.