



Brighter Futures Learning Partnership Trust

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Job Description

JOB TITLE: Trust Primary Lead ICT Technician

BAND: Grade 7, Scale points 12-20 (£28,598 - £32,597 per annum)

RESPONSIBLE TO: Trust ICT Manager

Key Purpose

The Trust Primary Lead ICT Technician will act as the lead ICT support contact for all Trust Primary Schools. The postholder will be responsible for managing ICT support operations, ensuring high-quality, reliable ICT provision across all primary schools, and acting as the primary point of contact for Headteachers, senior leaders and other stakeholders. This role also contributes to the strategic development of ICT across the Trust in collaboration with the Trust ICT Manager and Central ICT Team.

Key Roles:

- Lead the planning, delivery, and management of ICT support and infrastructure across Trust primary schools.
- Oversee day-to-day ICT operations, including ticket/helpdesk management, troubleshooting, and resolution of ICT issues.
- Communicate effectively with primary school headteachers, senior leaders, and stakeholders to ensure ICT provision meets operational and educational needs.
- Manage, maintain, and develop school ICT infrastructure, including servers, networks, wireless systems, telephony, and backup solutions.
- Lead on ICT projects, upgrades, migrations, and system implementations across primary schools in collaboration with the Trust ICT Manager.
- Maintain oversight of ICT asset management, including hardware and software inventory.
- Provide training, guidance, and development opportunities for school staff to enhance ICT competence and effective use of systems.
- Conduct continuous reviews of ICT provision within primary schools and make recommendations for improvement, efficiency, and innovation.
- Contribute to the strategic development of ICT across the Trust, working closely with the Trust ICT Manager and central team.
- Ensure ICT systems are secure, resilient, and aligned with the Trust's cyber security framework.
- Work as an integral part of the Trust ICT Support Team by assisting at Hungerhill School and other sites when required.

Main Duties:

ICT Support & Helpdesk:

- Act as the first point of contact for ICT issues at primary schools.
- Lead on all technical support issues across all primary schools.

- Lead the day to day running of the ICT infrastructure and ICT Support requirements at all primary schools.
- Manage and prioritise ICT support requests across primary schools via the helpdesk system.
- Ensure timely resolution of issues, escalation when appropriate, and clear communication with staff and stakeholders.
- Lead regular “ticket review” meetings to ensure effective tracking and closure of support requests.
- Provide both on-site and remote support, adapting flexibly to school requirements.
- Ensure that service delivery standards are consistently met or exceeded across all primary schools.
- To ensure the delivery of technical support to all users across the Trust meets expected service quality.

Infrastructure and Systems:

- Install, configure, and maintain ICT hardware and software across schools.
- Manage user accounts and security permissions within Microsoft 365 and school systems.
- Administer key ICT infrastructure including, servers, network equipment, backup solutions, wireless, and telephony systems.
- Provide support on critical school systems (safeguarding, behaviour, MIS, etc).
- Support and enforce ICT security measures including antivirus, patching, and monitoring in line with Trust’s cyber security framework.
- Promote safe and responsible use of ICT, ensuring compliance with safeguarding, data protection and acceptable use policies.
- Maintain ICT asset management database accuracy.
- Ensure compatibility and optimal performance of network software.
- Management of the provision and deployment of systems including Windows, MacOS, and Apple iOS.

Leadership and Development:

- Lead and deliver ICT projects, ensuring effective planning, execution, and stakeholder engagement.
- Provide training and guidance for staff on the effective use of ICT systems.
- Identify and implement opportunities to improve ICT provision and future-proof infrastructure.
- Contribute to Trust-wide ICT strategy and policy developments in collaboration with the central ICT team.

Wider Responsibilities:

- Adhere to all Health and Safety procedures, particularly when handling electrical and ICT equipment.
- Maintain up-to-date knowledge of Child Protection and safeguarding procedures.
- Provide occasional support outside of normal working hours for essential Trust or school needs (e.g. projects, upgrades, or events).
- Engage in professional development and training in line with role requirements and personal career progression.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive, as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post, without changing the general character of the post. Dependant on need, you may be deployed across the Trust.



Person Specification

JOB TITLE: Trust Primary Lead ICT Technician for the Brighter Futures Learning Partnership Trust

GRADE: Grade 7, Scale points 12-20 (£28,598 - £32,597 per annum)

RESPONSIBLE TO: Trust ICT Manager & Brighter Futures Learning Partnership Trust

Qualifications	Essential	Desirable
➤ 5 GCSEs at Grade C (Level 4) or above, including English and Maths.	✓	
➤ A level or equivalent NVQ level 3 qualification in a relevant IT subject	✓	
➤ Degree		✓
➤ Evidence of commitment to personal and professional development.	✓	
➤ Prepared to undertake relevant training (as and when necessary).	✓	
➤ Participate and contribute to the Trust Appraisal System	✓	
➤ Evidence of change management	✓	
➤ Evidence of independent trouble shooting	✓	
➤ Full driving license and access to own vehicle (with business insurance) will be required to travel between sites	✓	
➤ Record of continuous and relevant training courses.		✓
Knowledge & Skills		
➤ Good literacy and numeracy skills	✓	
➤ At least two years' experience of working in an ICT support background.	✓	
➤ Experience and evidence of resolving ICT technical issues and trouble shooting.	✓	
➤ Ability to manage workload, assimilating new tasks/projects whilst maintaining service levels on existing workload.	✓	
➤ Experience of working in a team and supporting less experienced members.	✓	
➤ Sound knowledge of Microsoft, Apple and Google ecosystems.	✓	
➤ Experience providing a technical support provision to different users and across different sites.	✓	
➤ Sound knowledge of GDPR requirements within the workplace.	✓	
➤ Experience of working in an Academy setting performing an ICT support role to an effective standard.		✓
➤ Experience of working in a multi academy trust environment with a variety of ICT equipment.		✓
➤ Experience of ICT technical systems, programs and procedures that are commonly used within an Academy Trust setting.		✓
Personal Qualities and effective behaviours		

➤ High levels of organisational and self-management skills.	✓	
➤ Ability to develop effective professional relationships with learners, staff, and trust partners.	✓	
➤ Good communication skills, both written and verbal.	✓	
➤ Effective team player with the ability to work independently.	✓	
➤ High levels of personal and professional integrity.	✓	
➤ Confidentiality.	✓	
➤ Self-motivation and willingness to accept responsibility.	✓	
➤ A positive role model for young people and colleagues.	✓	
➤ Energy, enthusiasm, optimism and ambition.	✓	
➤ Strong work ethic and a commitment to delivering ambitious outcomes aligned to the Trust vision.	✓	
➤ Planning and organising workloads to ensure deadlines are met within resource constraints.	✓	
➤ Health and physical capability to do the role.	✓	
➤ A good attendance record in current employment (not including absence due to disability).	✓	
➤ Act upon own initiative and prepared to go the extra mile!	✓	
➤ Willingness to contribute to and participate in continuous professional development.		✓
➤ Appropriate awareness of health and safety in relation to area of work.		✓

These duties and responsibilities should be regarded as neither exhaustive nor exclusive, as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post, without changing the general character of the post. Dependant on need, you may be deployed across the Trust.

How to Apply

Thank you for considering joining our trust. Further details and application forms are available by visiting our website at brighterfutureslpt.com. If you feel you are the person we are looking for, please complete a Brighter Futures Learning Partnership Trust application form (**CV's will not be accepted for this post**) and add a concise letter of no more than two sides of A4 addressing the following:

- Why you are applying for this position.
- How your experience to date will enable you to successfully take on the role.
- What you see as the barriers to success and how you will overcome these.

Applications should be received by 9am on Friday 26 September 2025. Please apply to vacancies@brighterfutureslpt.com

Interviews will take place on Friday 3 October 2025.

*Please note that if you have not been contacted by Wednesday 1 October 2025, you have not been shortlisted for interview.

Good luck with your application.