



Brighter Futures Learning Partnership Trust

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Job Description

JOB TITLE: Trust Senior ICT Technician

BAND: Grade 8, Scale points 22-28 (£32,654 - £37,938 per annum)

RESPONSIBLE TO: Trust ICT Manager

Job Description

Key Roles:

- Work as an integral part of the Brighter Futures Learning Partnership Trust ICT Support Team.
- Manage the day-to-day operations of the ICT infrastructure with support from the Trust ICT Manager.
- Ensure that all systems and infrastructure are operational and stable to meet needs.
- Monitor the Trust helpdesk to ensure service requests are met where appropriate and users are kept informed of developments.
- Provide leadership and line management to Assistant ICT Technicians and ICT Field Technician.
- Offer comprehensive support to all users, including curriculum and administrative staff.
- Ensure the installation and maintenance of all aspects of the school's/trust's software across the network and ensure security of data is maintained.
- Manage and maintain all ICT equipment within the network.
- Contribute to the overall development of ICT projects.
- Participate in regular meetings and provide necessary training to staff.
- Adhere to health & safety regulations when handling computer and electrical equipment.
- Provide dedicated support to Hungerhill School and BFLPT Primary/Infant schools within the Trust.

Main Duties:

Management of the ICT Support Service Desk/Ticketing System for the Trust:

- Responsibility for management and monitoring of ICT support requests via the service desk system.
- Ensure support is given where needed to all tickets on each level of ICT Support.
- Ensure all tickets are assigned to the relevant member of staff.
- Ensure all tickets are regularly updated.
- Ensure all ticket actions meet the ICT Support helpdesk guidelines.
- To hold regular 'Ticket Review' meetings with the department to ensure all tickets are being updated and are on task.

ICT System Management:

- Administer servers, network infrastructure, backup solutions, telephony, and wireless infrastructure.
- Maintain the ICT asset management database accuracy.
- Ensure security measures are in place and up to date.

- Support in the administration and development of cyber security measures in schools including but not limited to, security policies, access controls, anti-virus protection, firewall protection.
- Install and configure software on existing PCs and wireless devices.
- Ensure compatibility and optimal performance of network software.
- Management of the provision and deployment of systems including Windows, MacOS, and Apple iOS.
- Provide support on key school systems including but not limited to, school safeguarding, behavioural, medical tracking, and management information systems.

Lead Support at Hungerhill School and Primary/Infant Schools within the Trust:

- To lead on all technical support across the Trust, based primarily at Hungerhill School.
- Manage the day to day running of the ICT infrastructure at Hungerhill School and all ICT support requirements across the Primary/Infant Schools.
- To ensure the delivery of technical support to all users across the Trust meets the expected service quality.
- To monitor, patch, upgrade and develop the core network systems, where appropriate, to ensure peak performance.
- To manage user and email accounts, assigning appropriate security permissions to comply with site wide security policies.
- To create and enforce network access policies and groups to ensure effective operation of the data networks while contributing to the school's data protection and safeguarding policies.
- To support the Trust ICT Manager and contribute to the delivery of all ICT projects across the Trust.
- To provide staff with the relevant training in hardware and software where appropriate.

Effective Management of Technicians:

- Provide day-to-day supervision and guidance to the ICT Field Technician and Assistant ICT Technicians.
- Coordinate and prioritise support tasks for timely resolution.
- Ensure the ICT Field Technician and Assistant ICT Technicians adhere to ICT support standards and procedures.
- Conduct regular performance evaluations and provide feedback for improvement.

Wider Responsibilities:

- Adhere to all Health and Safety procedures in place both across the whole school and in relation to specific work areas to ensure the safety of everyone on the school site.
- Maintain awareness of Child Protection and Safeguarding procedures.
- Provide the ICT manager with a detailed career path including preferred courses and learning.
- Attend courses that will further the candidate's knowledge in a school-based area with attention to the candidate's chosen path.

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 Senior ICT Technician for the Brighter Futures Learning Partnership Trust

GRADE: Grade 8, SCP 22 – 28 (£32,654 - £37,938 per annum)

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

Qualifications	Essential	Desirable
➤ Qualified to at least GCSE level at C or above in English and Maths or equivalent.	✓	
➤ A levels or equivalent 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, will be required to travel between sites	✓	
➤ Additional qualifications relevant to the field.		
➤ Evidence of commitment to personal and professional development.		✓
➤ 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.	✓	
➤ Experience of line management, supervising staff, including training, and managing workload.	✓	
➤ Sound knowledge of Microsoft 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		
<ul style="list-style-type: none"> ➤ High levels of organisational and self-management skills. ➤ Ability to effectively manage a small team. ➤ 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. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓

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 Wednesday 28th May 2025. Please apply to vacancies@brighterfutureslpt.com

Interviews will be held week commencing 2nd June 2025 date is to be confirmed.

*Please note that if you have not been contacted by Tuesday 3rd June 2025, you have not been shortlisted for interview.

Good luck with your application.