

Junior ICT Technician

Candidate Pack

Salary: NJC Scale Points 7-8
(£26,403—£26,824) MAT 3

Contract Type: Permanent
contract 37 hours per week

Location: Halsnead Primary
School. Pennywood Drive,
Whiston, Prescot, Merseyside,
L35 3TX

The post holder will be expected to travel
between Trust schools as required.



About the Trust



Our work at The Heath Family Trust is rooted in our mission, our values and in a commitment to giving our pupils the best start in life. We collectively hold ourselves and each other to the highest standards. You will thrive in an environment that values **clarity** in communication and purpose, fosters **collaboration** across all levels, and champions a culture of **accountability**.

Academic rigour is our priority. We achieve this by ensuring our work is thorough and of the highest intellectual integrity.

✓ WHY WE EXIST: A SHARED PURPOSE

To empower our children to overcome barriers, be able to compete with the best, and shape the future.

✓ HOW WE BEHAVE: THE HEATH FAMILY VALUES

With kindness: we look out for each other.

With integrity: we do the right thing.

With tenacity: we do what it takes.

✓ WHAT WE DO

We lead schools in the North West to maximise attainment and nurture confident, resilient and compassionate individuals.

We Offer:



- ✓ An opportunity to work in a values driven organisation and be part of a welcoming and dedicated team
- ✓ Support and training so that you can flourish in your role
- ✓ Recognition of the importance of a work life balance and employee wellbeing
- ✓ Car lease scheme
- ✓ Cycle to work
- ✓ Appropriate pension scheme
- ✓ Employee Assistance Programme (EAP)



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Closing Date

Monday 24th August 2026

Are you an enthusiastic Junior ICT professional looking to kick-start your career? Join our team!

The Junior ICT Assistant will provide first-line ICT support across schools within The Heath Family (NW), assisting staff and students with day-to-day technology issues and ensuring ICT equipment remains operational, secure and available for teaching and learning.

Working under the direction of the Trust ICT Manager, the post holder will support the delivery of ICT services across the Trust, gaining experience in a wide range of technologies and educational systems whilst developing their technical knowledge and customer service skills.

The post holder will be expected to travel between Trust schools as required.

Key responsibilities include:

ICT Support Services

- Provide first-line ICT support to staff and students.
- Respond to support requests and incidents within agreed service levels.
- Escalate complex issues to School Technicians, the Trust IT Consultants or the Trust ICT Manager where appropriate.
- Maintain excellent customer service standards when dealing with users.

Device Management

- Set up and deploy Windows laptops, desktops, iPads and other devices.
- Assist with device imaging, configuration and software installation.
- Carry out routine maintenance and updates.
- Support device audits and asset management processes.

Microsoft 365 Support

- Provide basic support for Microsoft 365 applications including Outlook, Teams, OneDrive and SharePoint.
- Assist users with password resets and account-related issues.
- Support onboarding and offboarding processes for staff and students.
- Use of Intune for device management

Job Description

School and Curriculum Support

- Assist with the setup of ICT equipment used within classrooms and other school areas.
- Support the use of educational software and online learning platforms.
- Assist schools during examination periods with device preparation and testing.

ICT Operations

- Carry out routine checks of ICT equipment and services.
- Maintain accurate records of support activities.
- Assist with troubleshooting hardware, software and connectivity issues.
- Support the implementation of ICT projects across Trust schools.

Cyber Security and Data Protection

- Follow Trust cyber security procedures and guidance.
- Report security concerns and potential data breaches immediately.
- Ensure all work is undertaken in accordance with GDPR and Trust policies.

Other Job Duties:

- The postholder will be required to travel to any schools within The Heath Family (NW).
- Be aware of, and comply with, policies and procedures relating to safeguarding, health and safety, confidentiality, and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all students and staff have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/vision and values of The Heath Family (NW)
- Attend and participate in meetings outside of normal working hours.
- Participate in training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Other duties agreed from time to time by the post holder with their Line Manager.
- Play an appropriate part in safeguarding procedures, such as relating relevant factual information and recording/reporting disclosures to the designated teacher/relevant professional.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at intervals, and it may be subject to modification or amendment at any time after consultation with the holder of the post.

Person Specification

PERSON SPECIFICATION – ICT Technician		
CATEGORY/ITEM	ESSENTIAL	DESIRABLE
Qualifications, Knowledge & Experience		
• GCSE Grade 4/C or above in English and Maths (or equivalent).	X	
• Good general ICT knowledge.	X	
• Experience of using Microsoft Windows and Microsoft 365 applications.	X	
• Knowledge of Microsoft 365 administration.	X	
• Understanding of networking fundamentals.		X
• Knowledge of cyber security best practices.		X
• Experience of providing customer service or user support.	X	
• Experience supporting laptops, desktops and tablets	X	
• Full UK driving licence and access to a vehicle.	X	
• IT qualification (Level 2 or Level 3).		X
• Experience working in a school or educational environment.		X
• Experience of Microsoft Intune, Entra ID or SharePoint.	X	
Skills, Abilities and Personal Qualities		
• Ability to troubleshoot basic ICT issues.	X	
• Good organisational skills.	X	
• Proven ability to maintain confidentiality in all aspects of work	X	
• Willingness to learn and develop technical skills.	X	
• Excellent communication skills both oral and written	X	
• Able to provide a high level of customer service to stakeholders	X	
• Ability to work independently and as part of a team.	X	
• Ability to prioritise workload and manage competing demands.	X	
• Friendly and approachable manner.	X	
• Reliable and professional.	X	
• Positive attitude towards learning.	X	
• Flexible and adaptable.	X	
• Commitment to safeguarding and confidentiality.	X	
Suitability to work with children		
• Enhanced DBS clearance is required for this position	X	

How to Apply

Applicants must have relevant qualifications and experience related to this role, please ensure that you meet the person specification before applying.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Appointment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service and references. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

We ask that you do not send CVs. Please email your completed application to recruitment@theheathfamily.org.uk

Application closing date: Monday 24th August 2026

Shortlisting Date: Tuesday 25th August 2026

Interview Date: Thursday 27th August 2026