



Recruitment Guide

ICT Support Officer (Liverpool areas)

Contract: Permanent, full-time, 37 hours per week, all year round

Location: Liverpool Hub – the post will initially be based at King's Liverpool and will move to King's Hawthornes in due course.

Salary: Scale 5, points 12 - 17; £28,598 - £31,022 FTE

Start: ASAP / negotiable

  @GSTSchools





WELCOME TO THE GREAT SCHOOLS TRUST

“Excellence is not a destination – it is who we are, every day.”

Welcome to Great Schools Trust, where belief in every child’s potential meets the daily habits that make success inevitable. In our schools, excellence is not left to chance. It is embedded through clear routines, ambitious teaching, compassionate leadership and a culture where character matters.



Our Mission:

To develop in every student the academic skills, intellectual habits, qualities of character, and leadership traits necessary to become a successful, healthy citizen in the global community.



Our Vision:

To build a family of outstanding academies where all students, irrespective of their starting points, flourish, are happy and achieve their full potential.



Our Values – ASPIRE

- Aspiration
- Self-awareness
- Professionalism
- Integrity
- Respect
- Endeavour

Our Pillars of Excellence:



People & Leadership –

Growing exceptional leaders who inspire, empower and deliver.



Character & Leadership –

Building resilience, integrity and aspiration through values-led education.



Educational Transformation –

Relentlessly improving teaching and learning for every child.



AI & Future Learning –

Harnessing innovation and technology to personalise and future-proof learning.



System Leadership –

Driving improvement across schools with trust-wide accountability and collaboration.



Educational Partnerships –

Working with families, communities and global partners to extend opportunity.

National Recognition:

- National Behaviour Hub Lead MAT
- Edurio Top 10 for Staff Satisfaction (2024)
- Most Improved MAT in the Northwest for Progress 8 (2023–24)
- Home to the IPCL: The Institute of People, Character & Leadership

WELCOME FROM THE CEO

Shane Ierston Chief Executive Officer



Thank you for your interest in the position of ICT Support Officer at our Liverpool Hub. This is an important moment for our Trust, and I am pleased that you are considering joining us in a role that is central to the smooth running of our schools and the daily experience of our staff and students.

Technology underpins almost every aspect of modern school life. From classroom learning and assessment to communication, safeguarding systems and operational efficiency, effective ICT support helps create the conditions in which teachers can teach, students can learn and leaders can lead. As we continue to strengthen our digital infrastructure across the Liverpool Hub, we require someone who brings technical skill, patience, professionalism and a proactive approach to problem-solving.

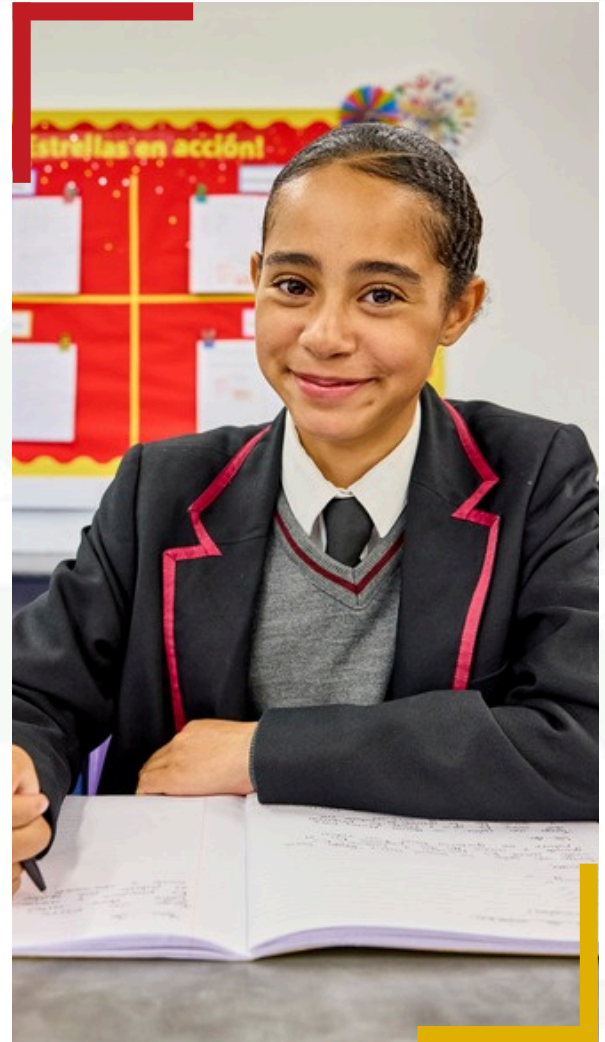
We are looking for an individual who can provide reliable first-line support, maintain high standards of service, respond calmly to technical issues and work closely with colleagues to ensure systems are secure, effective and accessible. Just as importantly, we need someone who understands that great ICT support is not simply about fixing devices – although, mercifully, that does help – but about building confidence, reducing barriers and enabling people to do their best work.

You will be joining a committed and collaborative organisation where people genuinely care about the quality of education we provide. We will support you to succeed and welcome your initiative, technical knowledge and practical judgement.

If you share our commitment to excellent service, strong systems and supporting schools to thrive, we would be delighted to receive your application. Thank you once again for your interest, and I wish you every success in the recruitment process.

Kind regards

Shane Ierston





About the Role

Contract: Permanent, full-time, 37 hours per week, all year round

Location: Liverpool Hub – the post will initially be based at King's Liverpool and will move to King's Hawthornes in due course.

Salary: Scale 5, points 12 - 17; £28,598 - £31,022 FTE

Reports to: Regional ICT Manager, with oversight from the Director of ICT

Start Date: ASAP / negotiable

We are seeking a proactive and customer-focused ICT Support Officer to join the Great Schools Trust, supporting the smooth running of ICT systems across our Liverpool Hub.

The role will initially be based primarily at King's Liverpool, providing day-to-day technical support to staff and students and helping to ensure that ICT systems, devices, networks and classroom technology work effectively to support teaching, learning and school operations. The role will involve responding to support requests, troubleshooting hardware and software issues, supporting tablets and devices, maintaining accurate records and escalating issues where required.

As the Liverpool Hub develops, the postholder will move over to King's Hawthornes, where they will continue to provide ICT support in line with the needs of the Trust. This is a great opportunity for someone who enjoys variety, problem-solving and working directly with people – because in schools, “turning it off and on again” is only the beginning of the adventure.

The successful candidate will bring strong technical skills, a positive approach to customer service and the ability to work calmly and professionally in a busy school environment. You will be part of a values-driven Trust where ICT plays a vital role in enabling staff to teach, students to learn and leaders to run schools effectively.

Job Description

1) ICT Support & Service Delivery

- Provide first-line technical support to staff and students, both face to face and remotely.
- Respond to ICT support requests in line with agreed service expectations.
- Support the effective use of ICT by teaching staff, support staff, leaders and students.
- Provide advice, guidance and basic training to staff and students where required.
- Travel between Trust academies to provide ICT support as needed.
- Promote a positive, helpful and professional ICT support service.

2) Desktop, Device and Application Support

- Set up, connect and check PCs, laptops, tablets and peripherals for normal operation.
- Diagnose and resolve hardware, software, peripheral and application issues.
- Maintain student one-to-one device provision, including Android and Apple devices.
- Support the rollout of apps and updates through mobile device management systems.
- Ensure devices are prepared, tested and ready for use by staff and students.
- Support classroom technology, audio-visual equipment and other ICT resources.

3) Network and Systems Support

- Carry out basic checks of networked devices and systems.
- Support diagnosis of network, server, proxy and connectivity issues.
- Complete routine maintenance tasks for user accounts and access permissions.
- Run basic network monitoring reports and system utilities.
- Carry out proactive daily system checks to identify and resolve issues early.
- Escalate more complex technical issues to the appropriate member of the IT team.

4) Configuration, Installation and Asset Management

- Install new hardware and software in line with Trust procedures.
- Repair or rebuild desktops, laptops and other ICT equipment where appropriate.
- Ensure all new deployments, repairs and fixes are fully tested before use.
- Maintain accurate records of installed hardware and software.
- Update call management and asset management systems as required.
- Maintain a software library and ensure original application copies are stored securely.
- Record the issuing of ICT equipment to staff and obtain signatures where required.

5) Security, Maintenance and Continuity

- Follow Trust and academy procedures for backup, virus protection and system security.
- Support the encryption and secure use of staff laptops and devices.
- Promote safe and secure storage of data, including use of approved cloud systems.
- Advise staff on safe ICT practice and appropriate use of Trust systems.
- Identify potential risks to ICT systems and report these promptly.
- Support planned maintenance activity and continuity procedures.

6) Service Request Management

- Ensure all ICT support requests, projects, purchases and major changes are logged on the helpdesk system.
- Investigate support requests and record diagnostic information clearly.
- Use knowledge bases, logs and previous requests to support diagnosis and resolution.
- Resolve issues where possible or escalate them to the appropriate level.
- Ensure temporary fixes are followed up with permanent solutions where required.
- Respond to, resolve or escalate service requests in line with agreed service levels.
- Keep users informed about progress and expected timescales.

7) Health and Safety

- Carry out basic safety checks to ensure ICT equipment is safe for use.
- Follow relevant health and safety procedures when installing, moving or maintaining equipment.
- Report any unsafe ICT equipment, cabling or working practices.
- Promote safe use of ICT resources among staff, students and other users.

8) Collaboration and External Support

- Work closely with the Trust central IT team to resolve technical issues.
- Liaise with external suppliers, contractors and service providers where required.
- Support Trust-wide ICT projects and system improvements.
- Build positive working relationships with school staff, leaders and central colleagues.
- Contribute to a collaborative, solution-focused ICT service across the Trust.

9) Safeguarding

- Follow Trust safeguarding and child protection policies.
- Report concerns in line with agreed procedures.
- Maintain professional boundaries with children and young people.
- Handle confidential information securely.
- Act in accordance with the Trust Code of Conduct and key policies.

Person Specification

Category	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English and Maths at Grade 4/C or above, or equivalent. Relevant IT knowledge, training or practical experience. 	<ul style="list-style-type: none"> ITIL qualification. Microsoft Certified Professional or similar certification. Degree-level qualification or equivalent experience.
Experience, Knowledge and Technical Skills	<ul style="list-style-type: none"> IT technical support experience. Ability to diagnose and resolve hardware, software and network issues. Understanding of basic networking concepts and configurations. Good technical knowledge of PCs, laptops, tablets and peripherals. Confident supporting Microsoft systems, user accounts and common applications. Strong audio-visual support skills. Able to log, manage and update helpdesk requests accurately. Able to provide face-to-face and remote technical support. Good written and verbal communication skills. Strong customer service approach. Able to prioritise tasks and work to deadlines. Self-motivated, proactive and willing to learn. Able to work independently and as part of a team. Able to travel between Trust academies as required. 	<ul style="list-style-type: none"> Experience of IT support in a school or education setting. Experience supporting tablets, particularly iPads. Experience using mobile device management systems. Experience supporting server, proxy or network systems. Experience maintaining ICT asset records. Experience working with external IT suppliers or contractors. Understanding of ICT security, backup and data protection procedures.
Core Competencies and Behaviours	<ul style="list-style-type: none"> Calm, professional and solutions-focused. Patient and supportive when helping staff and students. Reliable, organised and task-driven. Positive and flexible approach to working in schools. Commitment to safeguarding and promoting the welfare of children and young people. Motivation to work with children and young people. Willingness to attend occasional events or work outside core hours when required. 	<ul style="list-style-type: none"> Interest in developing a longer-term career in Trust-wide ICT support. Confidence supporting ICT improvements across multiple school sites.
Other Requirements	<ul style="list-style-type: none"> Able to travel easily between Trust sites, including King's Liverpool and King's Hawthornes. 	



What We Offer

A Trust That Prioritises Staff Wellbeing

- A culture where staff wellbeing is central to decision-making
- Strong pastoral support and leadership that genuinely listens
- A collaborative, family-like environment across all academies

Professional Benefits & Career Development

- Highly competitive salaries that reward excellence
- 30 days of annual leave for support staff plus bank holidays
- Access to CredimusAI, saving hundreds of hours each year and reducing workload
- Access to appropriate digital tools and equipment to support effective professional practice.
- Weekly leadership link meetings to support your growth and leadership development
- Career progression opportunities for the right candidate
- Trust-wide collaboration, sharing expertise and supporting other schools

Health, Wellbeing & Personal Support

Benenden Health membership (optional £15.50 per month), including day 1 access to;

- 24/7 GP and Mental Health Helplines
- Specialist advice lines for adult care, neurodiversity and disability
- Fast access to diagnostics, physiotherapy, mental health support and cancer advice
- Help for Tuberculosis and selected surgical procedures (subject to eligibility)
- No medical checks, excess fees or age-related pricing
- Option to add family members at additional cost

BUPA Employee Assistance Programme (Trust-funded), offering:

- Counselling and emotional well-being support
- Legal, financial and family care advice
- 24/7 confidential assistance

Good occupational sick pay, maternity/paternity schemes and family-friendly policies supporting life's key moments

Financial, Lifestyle & Community Benefits

- Cycle to Work salary sacrifice scheme
- Membership of either the Teachers' Pension Scheme or Local Government Pension Scheme
- Opportunities to work with the local community on fundraising and charity projects
- The chance to contribute to trust-wide culture, innovation and school improvement



How To Apply

Submit your application via [MyNewTerm](#)

For an informal conversation about the role or to arrange a tour of one of our academies, please contact: h.fenlon@greatschoolstrust.com

Appointment, Compliance & Safeguarding

Appointment, Terms & Compliance

The Job Description forms part of the contract of employment and may be reviewed as the role or organisational needs change, following consultation. The Trust will make reasonable adjustments to support applicants and employees with disabilities. The Trust is a licensed Skilled Worker Visa sponsor and may offer sponsorship subject to eligibility and the requirements of the role.

Safeguarding & Pre-employment Checks

Great Schools Trust is committed to safeguarding and promoting the welfare of children and young people. All staff must share this commitment. As part of safer recruitment, interviews will explore motivation to work with children, ability to maintain professional boundaries, emotional resilience and attitudes to authority and behaviour management.

Pre-Employment Checks

Any offer of employment is conditional upon the successful completion of the following:

- Proof of identity, address and right to work in the UK
- Two satisfactory references, including the most recent employer
- Verification of relevant qualifications
- Enhanced DBS check with barred list check
- Prohibition from teaching check (where applicable)
- Section 128 check (for management roles)
- Overseas police checks (where applicable)
- Occupational health clearance
- Satisfactory completion of the probationary period

Ongoing Compliance

The postholder must comply with Trust policies, including the Staff Code of Conduct, Safeguarding and Child Protection Policy, and Staff Communication and Social Media Policy. Responsibilities may be reviewed periodically in line with Trust and academy priorities.



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TRUST

