

IT Technician

Application & Information Pack



Start date: September 2026

'All pupils
achieve the
highest standard
of educational
outcomes
regardless of
circumstance or
background'

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Welcome from the Chief Executive and Chair of Trustees

On behalf of the Trust Board, we would like to thank you for your interest in the post of IT Technician.

The IT Technician is a hugely important role, critical to the continuity of IT support within the Trust and to the resilience and ongoing development of our services. As part of the Central IT Team, you will work closely with the Director of IT and Compliance, Operations and Systems leadership, operational IT staff and school leaders across the Trust.

This is an excellent opportunity to be able to use your talent to make a significant difference to the implementation and support of the Trust's IT infrastructure, cybersecurity, cloud technologies and wider digital transformation strategy.

At our Trust, we believe that every child is a special individual, capable of extraordinary things. All schools support and challenge every child to do what they think they cannot, to persist, to work hard and to be their best.

A defining feature of the Trust is that it is a specialist primary phase Trust. This means that our work is driven by the distinctive needs of primary schools.

As a group of fourteen primary schools, our vision inspires us to work as 'One Trust - One Organisation', at the forefront of educational leadership and innovation. We are truly inclusive, working hard to ensure fairness and equality of opportunity.

Our pupils come from diverse backgrounds and our educational offer is respectful and engaging, as well as challenging. We want pupils to benefit from all aspects of learning whilst also making an active contribution as members of a wider community committed to a healthy and just society.

The Trust currently has fourteen primary schools in the Birmingham and Dudley areas of the West Midlands, with plans to grow further over the coming years.

We offer a competitive salary, a number of employee benefits, the opportunity to join the Local Government Pension Scheme and a strong sense of shared moral purpose to make a difference to the lives of young people.

If you are seeking a fresh challenge, enjoy variety in your role and are looking for an opportunity to make this role something special, we would welcome your application.

The successful candidate will join a modern and ambitious IT Services Team operating one of the most advanced cybersecurity and cloud-first environments within the education sector.

This information pack has been developed to provide a summary of all the information you need to consider when applying for this role. Within the pack you will find details of the role, a Job Description, Person Specification and information about how to apply.

We hope that it encourages you to submit an application. We wish you every success with your application and look forward to meeting with you in the near future.

Best wishes,



Rob Bowater
Chief Executive Officer



David Sheldon
Chair of Trustees

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About drb Ignite Trust

'All pupils achieve the highest standards of educational outcomes regardless of circumstance or background'

drb Ignite Multi Academy Trust is a vibrant and growing charitable organisation. As a unique family of fourteen primary schools, our vision and values are shared and constantly lived across all schools.

Established in October 2014, the Trust is an ambitious and forward-looking organisation with a clear mission to drive educational excellence across its schools.

As a modern civic institution, we are committed to improving education for the public good.

Central to our ethos is the belief that strong, effective school leadership and collaborative working are fundamental to achieving and sustaining this mission for the benefit of all pupils.

Operating across Birmingham and Dudley, our specialist primary phase Trust consists of thirteen community schools and one Church of England school, providing education from nursery through to Year 6.

The close geographic proximity of our schools enables seamless collaboration among staff, allowing for the sharing of expertise, resources, and best practice to deliver sustained school improvement.

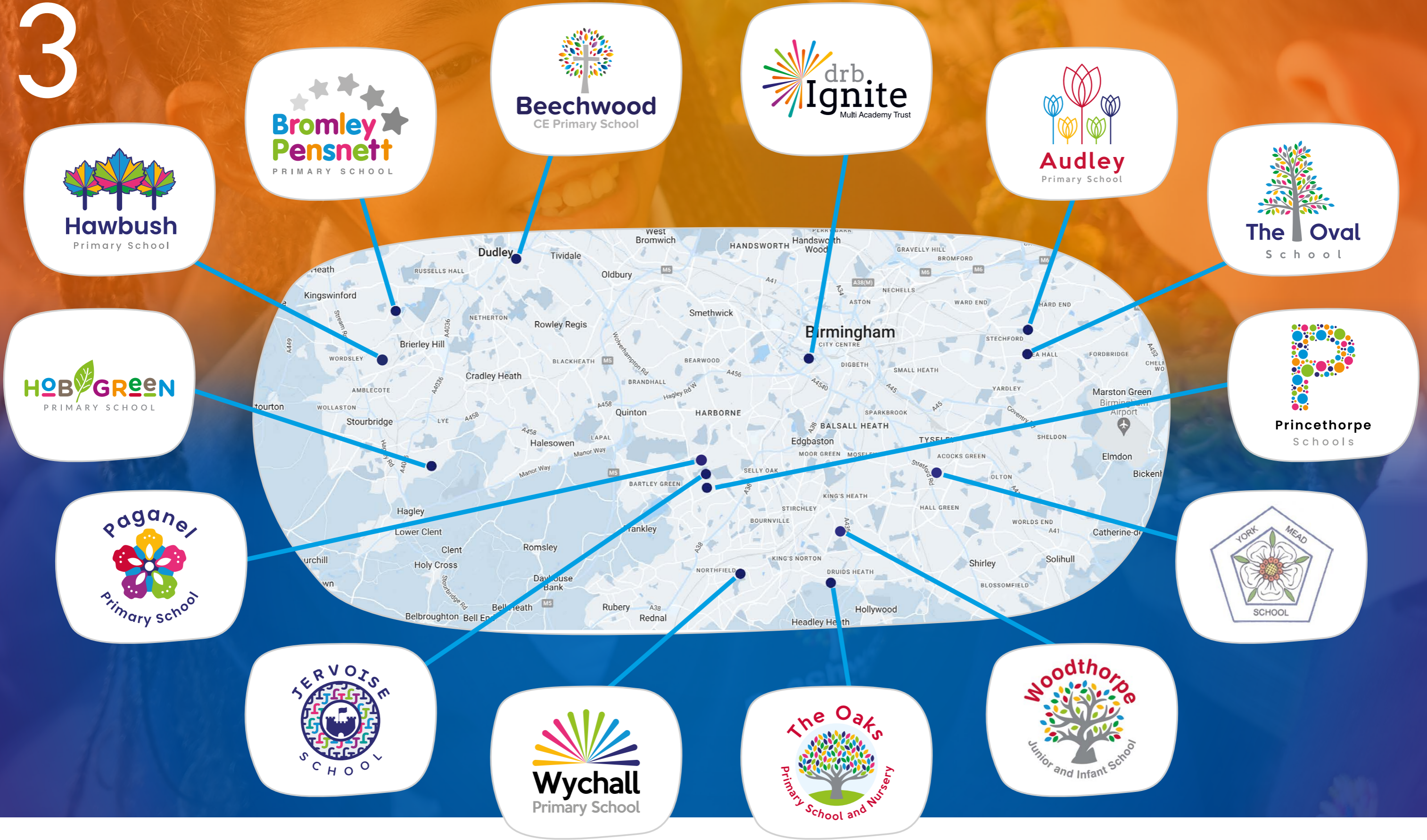
This collaborative approach is a defining feature of our organisational model and underpins the strength of our community.

With an annual budget of £38 million, provided by the Department for Education (DfE), the Trust carefully manages its resources to maintain consistently high standards of teaching and learning for more than 4,600 pupils.

As a well-established Trust, we continue to look ahead with confidence, aspiring to further growth and impact across the West Midlands region.



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Our vision, values and operating principles

Our vision

'All pupils achieve the highest standards of educational outcomes regardless of circumstance or background'

The Trust supports the concept of simplicity over complexity and uses this as a principle to drive improvement. In essence this means:



- children are at the centre of all thinking at all times
- inclusion, equity, and equality matter
- respectful partnerships with parents, carers and the local community make a real difference
- staff wellbeing and professional development are central to effective school improvement
- compassionate leadership by all senior leaders provides inspiration to act and motivation to hold each other to account
- collaboration within and between schools is supportive and drives rapid improvement
- no school is an island
- sustainable school improvement is underpinned by effective governance and financial systems and processes

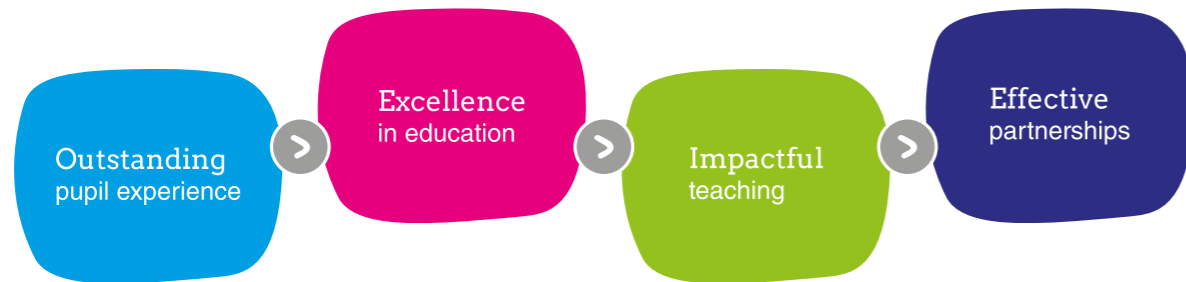
Our values

As a family of schools, we have a set of shared values which are central to our vision and approach. They articulate how we respect pupils, work together, and develop effective partnerships within and beyond the Trust.



Our operating principles

Our vision and values are supported by four operating principles which shape our planning and create the conditions for deep collaboration, helping us to retain a strong focus on our intended outcomes:



Outstanding pupil experience

Indicators of success

- ✓ Pupils enjoy coming to school and learning
- ✓ Pupils make good progress and achieve well
- ✓ Pupils are safe and well
- ✓ Pupils develop as confident, responsible social and community citizens

Impactful teaching

Indicators of success

- ✓ The Trust has a leading reputation and increases its profile and impact steadily over time
- ✓ Teacher development is strongly embedded and leaves a tangible footprint on curriculum and teaching
- ✓ Teaching is consistently good across all phases
- ✓ Teachers enjoy their work and want to develop their knowledge, skills and understanding

Excellence in education

Indicators of success

- ✓ The curriculum is current, relevant, and exciting
- ✓ Pupils develop transferable skills, rigour of thought, resilience, and a positive outlook
- ✓ Pupils are engaged by the cutting-edge learning experiences and opportunities
- ✓ Learning environments are safe, welcoming and enticing
- ✓ Teachers and pupils have great learning relationships

Effective partnerships

Indicators of success

- ✓ The Trust is a partner of choice for parents through its compelling school improvement work
- ✓ The Trust understands the complexity behind achievement gaps and responds by working collaboratively with others
- ✓ Collaboration is at the heart of the Trust's school improvement model
- ✓ Our outward facing approach sustains a range of enhancing partnerships beyond the Trust

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One Trust One Organisation

To achieve great outcomes for pupils and sustain effective performance over time we keep our strategic design model simple:

'One Trust One Organisation'

We are united by the belief that greater impact is achieved collectively than any individual school could accomplish in isolation. This conviction underpins the development of a purpose-built, resilient, and adaptive system, one designed to meet current challenges and anticipate those of the future.

Our 'One Trust – One Organisation' approach reflects a comprehensive and collaborative ethos that maximises the Trust's capacity to deliver high-quality education, promote professional collaboration, and sustain a shared sense of purpose across all schools. It enables alignment in vision, consistency in standards, and efficiency in operations, while fostering an inclusive culture that values every contribution.

This unified model enhances our ability to:

- Elevate and sustain school improvement across the Trust;
- Strengthen support and professional development for staff;
- Maintain focus on shared priorities; and
- Ensure appropriate accountability at every level.

At the same time, schools are empowered to respond to the distinct needs of their local communities, ensuring decisions remain responsive and contextually relevant to pupils and families.

This collaborative endeavour is underpinned by a clearly defined Scheme of Delegation, which sets out roles, responsibilities, and accountabilities across the organisation.

This framework enables effective governance, transparency, and consistency, while preserving flexibility and autonomy where it adds the most value.

Educational Improvement

Educational improvement is the Trust's core business. We are set up to run and improve schools and this must always stand out as our purpose in all decision making.

Our school improvement model reflects the centrality of great teaching that is consistent in providing high-quality learning across all schools and age groups. We are driven by passion about every detail of a pupil's experience, from school entry to transition to secondary school. We see this as central to our social justice responsibilities as a Trust working predominantly in areas facing multiple disadvantage. These challenges have been increased by the impact of the pandemic.

We have a relentless focus on what happens in classrooms every day, the practice of teaching and learning and the quality of the curriculum experiences of pupils. To enable and support this we have established a central school improvement team of senior educational leaders, each with a range of bespoke specialisms and experience.

An executive leader for school improvement has full responsibility for this team and reports directly to the Trust CEO. This has an immediate and positive impact through more effective and timely challenge, intervention and support.

Our workforce is fundamental to our success and growth

Our workforce is fundamental to our success and growth. Attracting and retaining staff who align with our vision and goals for pupils is a top priority for leaders and Trustees.

We believe the professional capacity and capability of our leadership, teaching, and support staff are central to effective teaching and learning.

As one Trust, we work together to create an expectation of ongoing professional development, teacher enquiry and evidence based practice to support and improve the quality of pedagogy and learning for everyone.

The Trust and its schools use national, regional and local information to understand the holistic challenges facing our pupils and families.

Trustees and staff focus on expressing clear and consistent messages about the Trust's vision and ethos. This ensures a collective responsibility for the health and wellbeing of the whole school community.

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Employee benefits

Working for drb Ignite Trust has many benefits. We want only the best people to take us forwards and help us to realise our shared vision.

Continuous Professional Development

One way we demonstrate this is by placing a significant emphasis on the continued professional development of all our staff.

We want everyone to grow and develop with us and believe that regardless of job role or career stage, there should be opportunities to develop skills and experience in order to be better and further your career.

To support chosen career pathways, the Igniting Our Potential Professional Development Programme provides a range of opportunities for networking and CPD. As a family of thirteen schools, we are able to provide cross Trust secondment opportunities.

Competitive Salaries

We offer competitive salaries for both teaching and non-teaching staff based on the type and level of role.

We are committed to offering national terms and conditions in line with the School Teacher's Pay and Conditions document ('STPCD'), the Burgundy Book (for Teachers) or the NJC Green Book (for support staff).

This ensures we treat people fairly across the Trust as well as remaining competitive.

Pension Scheme

All staff can be part of either the Teacher's Pension Scheme or a Local Government Pension Scheme (LGPS), benefits include life cover, survivor benefits, and ill health cover.

Trade Unions and Professional Associations

We recognise all of the leading trade unions and professional associations in the education sector and share the common objective of maintaining good employee relations.

Expenses and Travel Costs

We remunerate our staff for incurred expenses and travel costs when asked to work outside of the normal work environment. This is in line with our Staff Expense Policy.

Employee Assistance Programme

As part of our commitment to the wellbeing, everyone has free access to the Employee Assistance Programme.

This is a confidential counselling service which has been developed to support the physical, emotional, and psychological wellbeing of employees, as well as offering legal advice.

Flexible and Family Friendly Policies

The Trust has generous policies for maternity leave, paternity leave, flexible working and discretionary leave.

We include an informal stage in our flexible working policy to ensure that any concerns or worries can be discussed and explored with a senior manager before having to proceed to a formal stage.

Flu Vaccines

We offer free flu vaccinations to all staff on an annual basis to help make it easy to be immunized.

Collaborative Working

As a family of fourteen schools in a close geographical area, we have the ability of being able to work collaboratively with those doing similar roles in different schools, picking up best practice and sharing great ideas.

To support our schools to develop the best curriculum possible, we believe in collaborative planning and sharing ideas and best practice. We have a team of School Improvement Practitioners which include subject specialists who support this collaborative approach and are up to date with the latest subject developments.

All of our School Improvement Practitioners have been appointed from within the Trust. They meet regularly to share best practice and discuss the latest curriculum thinking to develop our Trust curriculum. They also lead on specialist school improvement projects to help the Trust develop its expertise and share best practice and support staff professional development.

Cycle to work scheme

We offer a discounted cycle scheme to enable staff to save money when purchasing a bicycle, with payments deducted from salary each month.

drb Ignite Trust is proud to be a Disability Confident Committed employer. By signing up to the accreditation we have agreed to commit to the following five commitments:

1. Ensuring our recruitment process is inclusive and accessible, communicating and promoting vacancies
2. Offering an interview to disabled people who meet the minimum criteria for the job
3. Anticipating and providing reasonable adjustments as required
4. Supporting staff who acquire a disability or long-term health condition, enabling them to stay in work
5. At least one activity that will make a difference to disabled people



We are pleased to have been awarded the accreditation and see this as a really positive step forward for the Trust. It shows our commitment to supporting current staff and recruiting and attracting candidates in the future.

It is important to note that if we receive a high volume of applications, we may limit the numbers of interviews offered to both disabled people and non-disabled people.

Job Title:	IT Technician
Hours of work:	Full-time (37 hours per week)
Reporting to:	IT Operations and Infrastructure Manager
Salary:	Grade 3 (£27,255 to £33,699)
Annual Leave:	30 plus 8 bank holidays and concessionary days
Start date:	September 2026

Job Purpose

- To support and maintain the Trust's IT systems and associated technologies across schools.
- To contribute towards the efficient operation of digital services within the Trust.
- To provide frontline technical support to staff and pupils.
- To support the Trust's cloud-first, cybersecurity and digital transformation strategy.
- To work collaboratively with the wider IT Services Team to support continuous improvement across schools.

Key Responsibilities:

The postholder will:

- Provide maintenance, installation and support for IT systems and associated technologies across Trust schools.
- Provide technical assistance and software support to teaching and support staff.
- Support the day-to-day operational requirements of schools.

(Continued)

- Monitor and respond to issues logged through the IT Services Helpdesk within agreed service levels.
- Support the deployment and maintenance of devices and classroom technologies.
- Assist with maintaining accurate IT assets and inventory records.
- Support the implementation and ongoing development of the Trust's cloud technologies.
- Work collaboratively with IT Services staff to support the continual development of the Trust's infrastructure and services.
- Support the maintenance and development of networking, wireless, and associated technologies.
- Support the installation and maintenance of telephony, safeguarding and security technologies where appropriate.
- Ensure devices and endpoint technologies are maintained and updated appropriately.
- Escalate technical, safeguarding, or cybersecurity concerns where appropriate.
- Liaise with external suppliers and contractors where required.
- Support teaching and learning through effective use of technology.
- Promote professionalism, confidentiality, and high standards of customer service.
- Undertake appropriate professional development and training.
- Adhere to the ethos and values of the IT Services Team and wider Trust.

AI Ambassador Responsibilities

As part of the Trust's ongoing digital transformation strategy, IT Technicians will also act as AI Ambassadors across schools.

The postholder will:

- Support staff with the safe and effective use of approved AI technologies.
- Encourage positive and responsible engagement with emerging technologies.
- Support the sharing of effective AI use cases across schools.
- Help improve staff confidence and understanding of AI tools.
- Support the Trust's wider AI initiatives and digital innovation activities.

General Expectations

The postholder will:

- Always demonstrate professionalism and integrity.
- Support safeguarding and compliance requirements.
- Work effectively across multiple schools and teams.
- Contribute positively to the development of the IT Services Team.
- Maintain a flexible and solution-focused approach.
- Support the Trust's vision, values, and operating principles.

The role is intended to support operational resilience, consistency, and continuous improvement across the Trust.

Line management:

The IT Technician will be line managed by the IT Operations and Infrastructure Manager and also be required to provide reports and information to the Director of IT and Compliance.

Health and Safety:

To work in compliance with the Trust's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties with whom contact is made, such as members of the public, in premises or sites controlled by the school.

To ensure compliance with procedures is observed at all times under the provision of safe systems of work through a safe and healthy environment, including training, instruction and supervision as necessary to accomplish those goals.

Data Protection:

To ensure compliance with the Data Protection Act (1974) and the Freedom of Information Act (2000).

Our Values:

The post holder will be expected to operate in line with Trust values which are:

- Optimism and expectation
- Trust and integrity
- Every contribution counts
- Acts of kindness are noticed and matter
- Success is celebrated

Safeguarding:

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for this post. The post will also be subject to enhanced checks as part of our Prevent Duty.

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Person Specification

		Essential / Desirable	Method of Assessment
Knowledge and Understanding	Recent experience with IT support services	Essential	Application Form / Interview
	Understanding of the application of IT in relation to business support services	Essential	Application Form / Interview
	Basic understanding of cloud technologies	Essential	Application Form / Interview
	Awareness of cybersecurity good practice	Essential	Application Form / Interview
	Interest in emerging technologies including AI	Essential	Application Form / Interview
Skills and Abilities	Vision, imagination and creativity	Essential	Application Form / Interview
	Ability to communicate effectively orally and in writing	Essential	Application Form / Interview
	Good decision-making skills	Essential	Application Form / Interview
	Strong analytical and problem-solving skills	Essential	Application Form / Interview

	Respect for confidentiality	Essential	Application Form / Interview
	Thinks clearly in emergency and stressful situations	Essential	Application Form / Interview
	Demonstrates good judgement	Essential	Application Form / Interview
	Readiness to accept and implement change, openness and willingness to learn and flexibility	Essential	Application Form / Interview
	Openness, flexibility, and willingness to learn	Essential	Application Form / Interview
Personal Qualities	Prioritises and manages own time effectively	Essential	Application Form / Interview
	Sets and achieves challenging professional goals	Essential	Application Form / Interview
	Demonstrates effective decision-making skills	Essential	Application Form / Interview
	Determination to succeed whilst maintaining high expectations	Essential	Application Form / Interview
	Positive and collaborative approach	Essential	Application Form / Interview
	Professional and trustworthy	Essential	Application Form / Interview
Experience	Excellent interpersonal and communication skills	Essential	Application Form / Interview
	Track record of recent, relevant professional development	Essential	Application Form / Interview
	Experience supporting users in a customer-facing environment	Essential	Application Form / Interview
Qualifications	GCSE Maths and English - Grade C or equivalent.	Essential	Application Form / Interview
Additional Requirements	Current driving licence	Essential	Application Form / Interview
	The ability to work across several schools	Essential	Application Form / Interview
	Commitment to safeguarding and professional conduct	Essential	Application Form / Interview

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AI Ambassador Programme

Artificial Intelligence is beginning to transform education, administration, and operational working practices.

The Trust believes AI should:

- support staff workload reduction
- improve operational efficiency
- remain human-led
- operate safely and ethically
- support teaching and learning positively

IT Technicians will therefore act as AI Ambassadors across the Trust.

What This Means

AI Ambassadors will:

- support positive staff engagement with AI technologies
- help reduce uncertainty around AI
- demonstrate approved AI tools
- encourage safe and responsible AI usage
- support AI awareness within schools
- help identify practical use cases for schools and central teams
- support the Trust's AI Working Group activity

Practical Examples

An AI Ambassador may:

- support staff using Microsoft Copilot Chat
- help structure AI prompts
- demonstrate AI-assisted productivity tools
- explain basic AI risks and data protection considerations
- assist with AI training sessions
- share successful AI use cases across schools

Benefits

This programme supports:

- digital confidence
- innovation
- operational efficiency
- responsible AI adoption
- future digital capability across the Trust

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What you need to do next

How to apply

To apply for this role, please complete the online application form located in the Jobs Section on the drb Ignite Multi Academy Trust website: www.drbignitemat.org/jobs.

[Click here to apply](#)

Informal and exploratory conversations

Informal and exploratory conversations are welcomed and encouraged. Please contact Alvin Walters, Director of IT and Compliance at awalters@drbignitemat.org to discuss this post in confidence.

Safer Recruitment

In line with Safer Recruitment Practice, a minimum of two references will be sought for shortlisted candidates prior to interview. One reference must be the candidate's current/most recent employer.

The Trust is absolutely committed to safeguarding and promoting the welfare of children and adults through its safer recruitment processes.

The Trust expects all staff and volunteers to share this commitment.

An enhanced DBS check will be required for this post. All shortlisted candidates will be subject to online searches.

Closing date for applications

The closing date for applications is Monday 6th July 2026 at 9am. Subject to successful appointment, we reserve the right bring forward the closing date.

Interviews: w/c 13th July 2026

Start date: September 2026

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Any Questions?

If you have any questions, please contact Alvin Walters, Director of IT and Compliance at awalters@drbignitemat.org or phone 0121 231 7131.

Thank you for taking the time to review our IT Technician information pack. We hope that this has inspired you to making an application and look forward to meeting your very soon.

