



IT Support Assistant (Fixed Term)

ROLE INFORMATION PACK

Department	Digital, IT and Data Services
Place of work	Trust Central and travel to academies
Application deadline	30 September 2026, 9am
Enquires and applications to	itservicemanagement@lct.education



Mission Statement

Delivering an inclusive, compelling and transformative education that empowers young people, both in the classroom and beyond, preparing them for the rapidly changing world ahead.



Vision

Developing compassionate, resilient and inspirational young people who can thrive within an ever-changing global community.



Our values



A Trust With Heart

We place our young people, staff and families at the heart of everything we do; we empower our young people to become compassionate, caring, humble and inspirational individuals.



Never Leave A Child Behind

We support all our young people to ensure that - regardless of their background or starting point - they can achieve exceptional educational outcomes.



Thriving Community

We passionately believe that a positive, thriving community is the heartbeat of the academy. We embrace our collective strength to create a range of opportunities that enhance the lives of our young people and families whilst also acknowledging and celebrating the distinctiveness and individuality of each academy's community.



Together We Are Stronger

We are united in our vision to ensure the best learning experiences for our young people, staff, and community through strong relationships and effective collaboration.



Successful Young People

We create a pride in our academies and a thirst for learning that raises aspirations and ensures our young people are ambitious - both within school life and through extensive enrichment offers - to prepare them for the global community.



Learning For All

We deliver compelling, transformative and reflective learning in our classrooms, celebrating the differences of each academy's community, inspiring all our young people and staff to be the very best that they can be.



Respect For All

We celebrate equality, diversity, inclusivity and individuality because we believe that we have far more in common than that which divides us.



Coping With The Challenges Of Life

We develop resilience within all our young people and staff to ensure a mindset for success and readiness to thrive in an ever-changing global community.

Together, with our families, our staff and our communities, we are stronger.

At the Learning Community Trust, we are proud to lead a family of academies that spans education from early years through to post-16 within our specialist settings. We serve thousands of young people and staff across our academies and take our responsibility seriously, placing our young people, staff, and families at the heart of everything we do.

Our mission is so important to us all, we all work tirelessly to deliver an inclusive, compelling, and transformative education that empowers young people both in the classroom and beyond, preparing them for the rapidly changing world ahead. We are united by a shared vision: to develop compassionate, resilient, and inspirational individuals who are ready to thrive in an ever-changing global community.

Our eight core values: A Trust With Heart, Successful Young People, Never Leave A Child Behind, Learning For All, Thriving Community, Respect For All, Together We Are Stronger, and Coping With the Challenges of Life create our daily moral compass and guide every decision we make and every service we offer.

We believe that every young person deserves access to a rich and inspiring educational experience, one that fosters a mindset for success and importantly, prepares them to be global citizens. Across our Trust, we are proud to celebrate equality, diversity, inclusivity, and individuality, recognising that we have far more in common than that which divides us. Each of our academies is distinctive, with its own ethos and community, yet all are united in our commitment to exceptional outcomes and shared trust values.

Our success is rooted in a steadfast commitment to the professional growth and well-being of our staff. We believe that when our teams are empowered, supported, and continually developing, they create the foundation for truly exceptional learning experiences. That's why we invest in high-quality training, leadership development, and well-being initiatives that nurture both personal and professional growth. By fostering a culture of care, collaboration, and continuous improvement, we ensure that our staff feel valued, inspired, and equipped to make a lasting impact in the lives of our young people.

To ensure we remain focused and forward-thinking, we have developed a robust Five-Year Strategic Plan. This plan is more than a roadmap; it is a commitment to realising our mission and values across every academy and community we serve. Grounded in our eight core values, the plan sets out clear priorities, aligns resources,

and establishes measurable goals. It unites leaders, educators, families, and partners around a shared vision, ensuring we are prepared to meet challenges and lead with clarity, compassion, and impact.

A key strength of our organisation is our commitment to investing in the people who work within our Trust. We believe that when staff are supported to grow, our academies flourish. That's why professional development is at the heart of our offer. Every colleague, whether in teaching, leadership, support, or operations, benefits from access to CPD pathways designed to build expertise, confidence, and career progression.

No academy within our Trust stands alone. We work collaboratively to share best practice, provide targeted support, and create opportunities for staff to connect, learn, and lead. From coaching and mentoring to leadership development and subject networks, our CPD offer is designed to meet the needs of every role and every stage of a career. Our aim is simple: to empower educators to deliver exceptional outcomes for young people, while building fulfilling and sustainable careers.

We are proud of our reputation, both regionally and nationally, for strong educational outcomes and community focus. Our academies work closely together, sharing best practice across phases and settings to create thriving learning environments. We believe that Together We Are Stronger, and through collaboration, we can build a resilient, inclusive educational system where every young person can flourish.

Thank you for considering the Learning Community Trust as your partner in education. We look forward to working with you to create lasting, positive change for your school and your community.



Paul Roberts

Chief Executive Officer



Digital, IT and Data Services

We are delighted to welcome you to our vibrant and innovative team, dedicated to supporting the trust's academies and central services with all aspects of digital technology, IT infrastructure, and data management.

As a trust, we provide young people with access to advanced technological resources that equip them with the skills necessary to thrive in the modern world and achieve independence in life. Young people will benefit from high-tech learning facilities, while we assist families to understand and utilise technology to support their children's education and their own personal development, fostering independence for everyone.

Our team is committed to delivering exceptional service, whether it's resolving day-to-day technical issues, developing robust data systems, or driving digital transformation projects. We understand the vital role that technology plays in modern education, and we strive to ensure that every member of our community has access to the tools and support they need to succeed.

Collaboration is at the heart of our team. We work together across all academies, sharing ideas and supporting one another to meet the unique challenges of each setting. By listening and learning from each other, we create solutions that reflect the needs of our schools. Open communication is something we value, and your input helps us grow and improve as a team.

When you work with us, you'll find a group that is professional, approachable, and committed to helping. Whether it's offering advice, solving problems, or exploring new digital opportunities, we work side by side with colleagues to make technology a positive force in education. Together, we aim to create outstanding learning environments for everyone.



Thank you for your interest in the role of IT Support Assistant (Fixed Term) at the Learning Community Trust. This role is within the digital, IT and data services team, which support the trust central team and all our academies.

This is an exciting time to join our local, community-focused trust. This role is a vital part of our journey, to develop, improve and support our digital and IT service across the trust. This role is fixed term to support the trust and academies for a period time for absence cover. As a key position, this role has become available to support young people and employees alike to access and use technology within the trust.

It is vital that the successful candidate has experience working over multiple campuses and phases of education, alongside their manner and attitude to support early years young people through to key stage 4 young people – as well as working with a range of employees from all over our trust.

The trust recognises the importance of technology, the use of technology and digital platforms to enhance learning, improve a young person's outcomes and to help prepare young people for life in a digital world. Therefore, it is vital that our trust has key roles within the digital, IT and data services delivery team to support young people,

employees, and the community we serve in accessing high quality technology, and to ensure that there is a proactive and supportive service being delivered.

It is vital that the potential candidate has a can-do attitude and is committed to their own personal development, in an ever-changing landscape of digital innovation and technology.

I am confident that the successful candidate will find tremendous support within the Learning Community Trust, where collaboration, innovation and continuous improvement are fundamental principles – ensuring that we offer the best service and experience to our young people in Telford and Shropshire.

Si Badley

Head of IT and Data



IT Support Assistant (Fixed Term)

ROLE PROFILE

Overview

The use of technology and the development of our young peoples' digital skills and awareness are imperative elements of school life. Across the communities we serve, many young people face barriers to accessing technology outside the classroom. It is therefore vital that academy technology is well maintained, reliable and supported proactively to ensure teaching and learning can take place without unnecessary disruption.

The IT Support Assistant plays a key role in supporting the trust's academies with their day-to-day technology requirements and support needs. The postholder will provide on-site IT support across one or more assigned academies, depending on trust requirements, and must be able to travel between trust sites as required.

In addition to academy-based support, the IT Support Assistant will contribute to the operation of the trust's central IT and Data Services helpdesk, providing remote and telephone support to employees and young people across all trust locations. The postholder will be expected to take ownership of support requests within their area of responsibility, utilise the trust's IT Service Management (ITSM) platform effectively, and work collaboratively with colleagues to ensure a consistent, high-quality support service across the trust.

The IT Support Assistant will develop positive working relationships with academy staff, understand the technology needs of their assigned academies, and work closely with the Digital, IT and Data Services team to implement solutions which support teaching, learning and operational effectiveness in line with the trust's vision and strategy.

The postholder will understand both the strategic and operational priorities of the academies they support, delivering a proactive service to minimise disruption while responding effectively to technical issues when they arise. They will balance local academy support responsibilities with

central helpdesk duties, ensuring that support requests are prioritised appropriately and resolved in line with agreed service standards.

All employees are responsible for safeguarding and promoting the welfare of children and young people and must act in accordance with trust safeguarding policies, Keeping Children Safe in Education (KCSIE), and other relevant statutory guidance.

The IT support assistant will be responsible for:

Customer Support and Service Delivery

- Deliver a customer-focused first-line IT support service, primarily in person, but also via telephone, email, chat and video conferencing, using the trust's IT Service Management (ITSM) system to record and manage support activities.
- Participate in the delivery of the trust's central IT helpdesk function, responding to support requests received through the ITSM platform, telephone, email and other approved communication channels, ensuring support requests are logged, prioritised and resolved in accordance with trust procedures and service standards.
- Provide prioritised troubleshooting and resolution of hardware, software and technology-related issues, escalating where appropriate.
- Escalate incidents, problems and service requests in accordance with trust support procedures and agreed service levels.
- Support employees and young people in developing confidence and competence in their use of digital technologies.

First-Line Support Activities

Ensure first-line support activities are completed accurately and in a timely manner, including but not limited to:

- Password resets and account unlock.
- Reviewing and amending print logs and user credits.
- Supporting users to recover lost work where possible.
- Issuing and supporting softphone accounts in conjunction with third-party providers.
- Supporting the review and maintenance of permission groups.
- Basic troubleshooting, including equipment restarts and reconnection activities.
- Checking that network and edge devices are operational and escalating issues where required.

Asset and Device Management

- Ensure academy asset registers remain accurate and up to date.
- Work with colleagues within Digital, IT and Data Services and academy leadership teams to support equipment lifecycle management.
- Issue and collect devices in accordance with trust equipment loan procedures.
- Deploy, install and configure IT and digital equipment across trust academies.
- Utilise device management platforms, including Microsoft Intune, to support the deployment, maintenance and updating of end-user devices.
- Support the imaging, configuration and rollout of laptops, desktops, tablets and other digital devices, utilising tools such as Microsoft Autopilot.

- Assist with software deployment through approved installation and device management processes.

User Access and Identity Management

- Support the creation, modification and removal of user accounts.
- Support with management of identity badge systems and door access systems.
- Ensure appropriate permissions and licensing are applied in accordance with trust policies and procedures.
- Assist senior members of the Digital, IT and Data Services team with the management of access control and identity-related systems.

Microsoft 365 and Digital Platforms

Maintain a working knowledge of Microsoft 365 applications and cloud services in order to support users effectively, including:

- Exchange Online
- Microsoft Teams
- OneDrive
- SharePoint
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft OneNote

Information Security and Safeguarding

- Ensure all trust devices have appropriate filtering and monitoring solutions deployed in accordance with statutory requirements and trust policy.
- Promote good cyber security practices and support users in working safely and securely.
- Understand and follow trust procedures for reporting and responding to suspected cyber security incidents.
- Work with Digital, IT and Data Services colleagues and third-party providers to minimise risks and support recovery activities where required.

Systems and Data Support

- Support users in accessing trust software and data systems, escalating specialist issues to the Data Support Team where necessary.
- Assist with minor website updates where appropriate and escalate larger configuration changes through the agreed support processes.
- Support the trust's information governance and data protection processes, including responding to data requests for supported academies within the scope of the role.

Academy Support Activities

- Assist with the preparation and operation of examinations, ensuring compliance with JCQ regulations and guidance.
- Support the technical aspects of academy events, including parents' evenings, open events and other trust activities.

- Build strong working relationships with academy staff to ensure technology supports teaching, learning and operational effectiveness.

Professional Development

- Participate in continuous professional development to maintain knowledge and skills within a rapidly evolving technological landscape.
- Engage with training, professional qualifications and development opportunities agreed with the line manager.
- Remain adaptable, proactive and committed to delivering a high-quality service.

Person specification

QUALIFICATION AND EXPERIENCE

Essential

- Proven experience working within an IT support environment supporting medium to large digital estates.
- Demonstrable knowledge of hardware, software and troubleshooting techniques.
- GCSE English and Mathematics (Grade C/4 or above) or equivalent.
- Experience of working with Microsoft 365 applications and services.

Desirable

- Experience working within the education sector.
- Understanding of safeguarding and Keeping Children Safe in Education.
- Relevant IT qualification at Level 3 or above.
- Experience using IT ticketing or service management systems.
- Experience supporting educational technology and classroom devices.
- Microsoft, Intune or other relevant technical certifications.

SKILLS AND KNOWLEDGE

Essential

- Excellent customer service, communication and interpersonal skills.
- Ability to deliver a professional, customer-focused support service.
- Working knowledge of Microsoft 365 applications and cloud services.
- Technical proficiency in troubleshooting hardware and software issues.
- Understanding of IT systems, devices and network fundamentals.
- Ability to prioritise workload and manage competing demands effectively.
- Strong problem-solving and analytical skills.
- Ability to work independently and as part of a team.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Commitment to safeguarding and promoting the welfare of children and young people.
- Commitment to continuous professional development.
- Adaptability and willingness to learn new technologies.

Desirable

- Experience with Microsoft Intune and Windows Autopilot.
- Experience building, imaging and deploying end-user devices.
- Knowledge of device management and endpoint security technologies.
- Basic understanding of networking and cyber security principles.

Role details

Department	Digital, IT and Data Services
Main place of work	Trust Central, Grosvenor House, Telford, TF2 9TW and regular travel to trust academies
Reporting to	IT Service Delivery Manager
Tenure	Fixed term (expected 4 months)
Hours	37 hours
Working weeks	52 weeks
Salary	Scale 3 point 5-6 (£26,016.11 - £26,846.64)

Fixed term role

The Learning Community Trust is looking for a skilled and dedicated IT Support Assistant to support the trust and a key academy. This role is for a fixed term absence cover for the period of a of 4 months in an initial term.

Commitment to safeguarding

The Learning Community Trust is committed to safeguarding and promoting the welfare of our young people. All successful post holders are subject to an enhanced DBS check (including a check on the children's barred list) and an online search for the successful applicant. References will be checked following the Learning Community Trust recruitment and selection process.

In line with the Statutory Guidance Keeping Children Safe in Education an online check will be undertaken for all shortlisted candidates prior to the interview.

We are committed to equality and diversity and follow the Safer Recruitment practices as set out in the Statutory Guidance - Keeping Children Safe in Education.

For more information regarding our commitment to safeguarding, visit lct.education and search 'Keeping Children Safe in Education' to find view the latest statutory guidance.



Learning Community Trust
2.02-2.06 Grosvenor House
Central Park
Telford
TF2 9TW



For more information please visit lct.education