

Love God
Work Hard
Be Kind



Holy Cross
CATHOLIC HIGH SCHOOL

Senior ICT Technician

We are seeking to recruit an exceptional candidate to facilitate the provision of ICT support, under the guidance of the Strategic Lead for Whole School ICT. The candidate should be committed to increasing standards through modern and innovative use of ICT.

Holy Cross is a Catholic High School established by the Catholic Community of the Chorley Deanery under the trusteeship of the Liverpool Archdiocese. We work in partnership with parishes and parents to provide the best possible education for our young people between the ages of 11 and 16, building on the foundations laid in Primary School and preparing for their future development at the Catholic Sixth Form College or other post-sixteen establishments, or in the world of employment and training.

Our staff are supported to uphold the very highest standards of behaviour through centralised systems, and to teach exceptional lessons through shared planning.

The role:

The successful candidate will have the opportunity to grow with the school. They will be supported in their development and preparation for future roles. We will develop every staff member who joins our team, providing one-to-one support, coaching and mentoring and access to extensive network training.

As a school, we offer:

- A supportive leadership structure
- A warm community in which your career will flourish
- A robust, effective behaviour system
- A thorough and supportive induction process
- Bespoke CPD
- Access to high-quality, regular professional development
- Opportunities to collaborate with colleagues across the Archdiocese of 36 Catholic secondary schools and sixth form colleges and the local authority
- Continual review of working practices and staff workload

Contract: 37 hours, full year,
permanent contract

Start date: January 2026

Salary: Grade 7 pt 19-25 (£31,067-£35,235)

Closing date: 12 noon, Monday 10
November 2025

Interview: Monday 17 November 2025

You will:

- Have an unwavering determination to deliver excellence for pupils from all starting points
- Share and demonstrate our school's ethos and culture
- Be committed to our ethos of high expectations for every pupil in both academic achievement and personal development
- Be committed to continually improving
- Have the drive, skills and resilient character required to help develop our school
- Be reflective about the school and committed to securing its continued development
- Have an excellent attendance and punctuality record



Child Protection Statement

In this school, the welfare of the child is paramount. This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff should understand their responsibility to safeguarding and promoting the welfare of children and young people. Staff are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions. Staff should work, and be seen to work, in an open and transparent way.

Attitudes towards promoting and safeguarding the welfare of our children and young people will be scrutinised during the selection process for the post that you have applied for. If you are appointed to this post, information in relation to safeguarding and protecting children and young people will be provided at induction. This practical guidance for safe working practice will provide information about which behaviours constitute safe practice and which behaviours should be avoided.

Please note that in line with Keeping Children Safe in Education 2025 an online search will be carried out as part of our due diligence on short-listed candidates.

Information Pack

Senior ICT Technician

October 2025

Dear Applicant

Senior ICT Technician



We are seeking to appoint an experienced, enthusiastic and highly skilled Senior ICT Technician to play a key role in the development and day-to-day maintenance of the school's ICT system. This role is an exciting opportunity to work in a forward-thinking environment where technology is central to Teaching and Learning.

The successful applicant will be expected to work alongside the Strategic Lead for Whole School ICT to ensure reliable, efficient and secure ICT provision across the school. You will provide both technical support and practical solutions to ensure that staff and pupils can make the most effective use of ICT in their daily work.

All staff currently have access to an individual Windows 11 device which connects via a Microsoft wireless connector on a TV screen within each classroom. The vast majority of our endpoint devices have now been migrated to Windows 11. We have recently invested in a new infrastructure including new switches and Wi-Fi solutions.

Looking ahead, we are continuing to develop our cloud-based strategy using Microsoft 365, supporting the migration of both staff and pupil data to cloud storage. As Senior ICT Technician, you will play a vital role in ensuring the smooth running of the school's ICT systems at a time of significant modernisation and technological development. You will be responsible for providing high-quality technical support, resolving ICT issues, maintaining network reliability, and assisting with the implementation of new technologies.

You should have:

- A strong working knowledge of ICT systems, networking and troubleshooting techniques
- Experience managing Windows operating systems, cloud platforms (especially Microsoft 365)
- A proactive, solution-focused approach and a commitment to continually improving ICT provision for staff and pupils

I hope that this information pack gives you a flavour of the ethos and values of our school and all the opportunities that Holy Cross Catholic High School has to offer. Should you have any questions about us or would like to look around our school before applying for the post, please do not hesitate to contact me.

Please contact Mrs B Palmer, PA to Headteacher b.palmer@holycross.lancs.sch.uk

Yours faithfully

Mr M Hefferan
Strategic Lead for Whole School ICT

Job Description

Senior ICT Technician



Responsible to:

Headteacher, SLT Link,
Strategic Lead for Whole School ICT

Purpose of the Role

With reference to or guidance from the Strategic Lead for Whole School ICT, facilitate the provision of ICT support including the maintenance of equipment, use of software and continued effectiveness of a school network for all aspects of Teaching and Learning and administration. This post is full time, all year and permanent.

Accountabilities/Responsibilities

- Maintain a comprehensive database of all support requests
- Provide technical support to staff and pupils. Leading on all helpdesk tickets with escalation as needed
- Identify school staff training issues and provide assistance and advice to staff and pupils within own levels of expertise, escalating queries and problems and higher-level requests to the strategic Lead of Whole School ICT
- To undertake the daily support of ICT classrooms to ensure that they are resourced and maintained in safe and effective working order
- First line support for systems including Wi-Fi, Cashless catering, printing, Cloud solutions
- Create and manage Staff and Pupil network user accounts, ensuring correct access rights
- Ensure data stored on the system is current and out of date data archived
- Support the use of Office 365 including Teams, Exchange and OneDrive
- Work alongside the Strategic Lead for Whole School ICT to design and implement changes to the schools ICT software and hardware
- Management of hardware spares, getting prices for orders by the Strategic Lead for Whole School ICT. Updating audit inventory as required
- Carry out audits of pupil and staff internet usage, add filters where necessary and report as appropriate in line with school policy
- To work within school policies and procedures
- To take care of their own and other people's health and safety
- To configure, test, support and maintain a varied range of hardware including desktops, laptops, printers and tablet computers within the school
- Assist in the supervision of ICT technician
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the school
- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns

Other Requirements

- Carry out desk-top publishing procedures
- Provide bespoke ICT training for staff and pupils
- Manage door access systems and staff access
- Support the use of VOIP system across school
- Support the ICT Network for a cluster of schools

Person Specification

Senior ICT Technician



Skills and Knowledge

- Experience in all aspects of ICT technical support
- Hyper V and working with Virtual servers
- Backup infrastructure
- Sophos Anti-Virus, Sophos UTM firewall
- SIMs MIS and FMS and School Synergy
- Net 2 door entry system
- CCTV infrastructure
- Aruba Switch and Wi-Fi infrastructure
- Windows server (2019-2025)
- 3CX – VOIP
- Active Directory plus Group policy and Entra ID
- DNS and DHCP
- Office 365 – Entra ID, Azure, Security and Compliance, AD connect, Teams, OneDrive, Exchange Online and SharePoint

Experience

- Experience of working in a busy ICT environment working independently providing technical support on a wide variety of ICT systems, equipment and IT software
- Experience of delivering ICT services within a school environment
- Experience of windows server 2019-2025, Windows 11
- Experience in PC and mobile device hardware maintenance and fault finding on desktops, Laptops and Printers
- Knowledge of Networking technologies both Wired and Wireless
- Knowledge and Experience of the Microsoft Office 365 suite
- Knowledge and Experience in Chrome Devices
- Experience of maintaining Hyper-V servers
- Experience of maintaining VoIP systems
- Experience of MIS systems
- Carrying out technical administration tasks eg creating user accounts including emails
- Good Understanding of current and emerging technologies and standards of IT support
- To be able to work under pressure and meet deadlines, prioritise support requests: minimise user downtime
- To be able to establish and maintain co-operative working relationships within the department

Qualifications/Training

- Level 2 qualification in Numeracy/Maths and Literacy/ English or equivalent qualification
- Working at or towards national occupational standards (NOS) for IT Professionals and knowledge/skills equivalent to current national qualifications in ICT Level 4

For more information about our school, please visit: www.holycross.lancs.sch.uk

For an informal discussion or to arrange a visit please contact:

Mr M Hefferan, via the PA to Headteacher email: b.palmer@holycross.lancs.sch.uk or Tel: 01257 262093

Completed application forms to be returned to vacancies@holycross.lancs.sch.uk

This job description may be amended at any time following discussion between the Headteacher and member of staff, and will be reviewed annually.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS Disclosure.

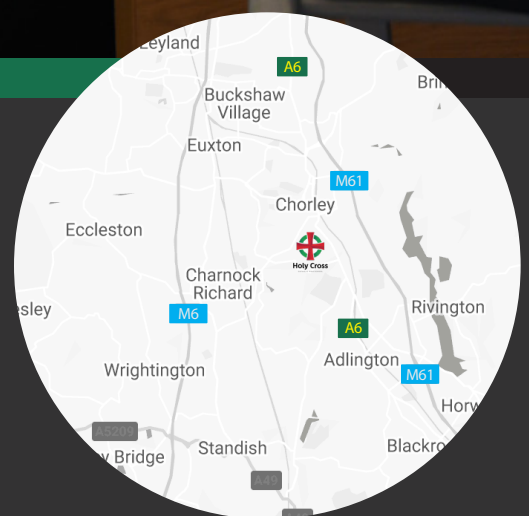
have to know, is the location
of the library”

Albert Einstein



Holy Cross

CATHOLIC HIGH SCHOOL



How to find us

Holy Cross Catholic High School,
Myles Standish Way, Chorley, PR7 3LS

Conveniently situated with good transport links via
the M61, M6 and A6 to Wigan, Preston, Bolton,
Manchester, and mainline train station.

TELEPHONE 01257 262093

ONLINE www.holycross.lancs.sch.uk

E-MAIL vacancies@holycross.lancs.sch.uk

X [@holycrosscholr](https://twitter.com/holycrosscholr)