



Holy Family Catholic High School & Sixth Form Centre



Recruitment Pack IT Technician

Holy Family Catholic High School

Holy Family is a friendly, successful and heavily over-subscribed school. We are an ambitious, high achieving, 11-18 mixed Voluntary Aided School, where young people feel safe and happy. We aim to create a supportive, caring but challenging environment for our young people, giving them the self-confidence and belief to realise their ambitions. We are aspirational for them all and strive to meet the needs of every child, irrespective of ability, to ensure they maximise their potential both in and out of the classroom.

The school is well known for its high academic standards and the warmth of its working relationships. We are committed to providing the best possible education for all our students. Our results at Key Stage 4 and Key Stage 5 are consistently above the national averages and well above local averages. None of these things would have been possible without having a team of staff who have a tremendous sense of vocation and are fully committed to our 'can do' culture and inclusive ethos. You will find considerable support and commitment from all of us. We value new ideas, creativity, risk taking and imagination but always in the context of being able to work effectively with each other.

We were recently inspected in October 2024 and the Ofsted report is extremely positive and is a testament to the hard work and dedication of our staff, governors, pupils, families, and the entire school community. The report highlights some of the many strengths of our school, including the following:

- Our school is recognised as a supportive and caring community where pupils feel safe and happy.
- Pupils and students are courteous and respectful, and staff foster strong relationships with them.
- The school places a strong focus on supporting pupils' emotional health and well-being.
- The school has high expectations of pupils' achievement, and typically, pupils, including those with special educational needs and/or disabilities (SEND), achieve well.
- The school has high aspirations for all pupils and follow an ambitious curriculum.
- All pupils are well prepared for the next stage in their education.
- The school is a calm and positive learning environment and they have established clear routines which pupils understand and follow consistently.
- Pupils behave extremely well and they have a genuine desire to learn.
- Pupils benefit from a vast array of activities, such as the Duke of Edinburgh's Award scheme, sports, visits to museums and theatres and overseas trips. They enjoy participating in a range of clubs, including sport, music, art and dance.
- Pupils take pleasure in taking on responsibilities, such as being school ambassadors and supporting local food banks, hospitals and primary schools.

We are committed to safeguarding and promoting the welfare of our children and staff and expect all staff and volunteers to share this commitment. The successful candidate will be bound by the school's safeguarding processes and will need to undertake safeguarding training as necessary. All candidates will be expected to provide two professional references at application stage. Appointment will be subject to safer recruitment procedures, including but not limited to an enhanced Disclosure and Barring Check, satisfactory references, medical clearances, evidence of essential qualifications relevant to the post and proof of the right to work in the UK and to undertake the job offered in accordance with the Asylum and Immigration Act 1996. We are an equal opportunities employer.

Please note that in line with Keeping Children Safe in Education, an online search may be carried out as part of our due diligence on shortlisted candidate.

IT Technician
Term Time + 2 Weeks (36 hours)
Grade E - Scale Points 7- 11
£26,403 - £28,142 (£23,502 - £25,050 Pro Rata)

The Governors of Holy Family Catholic High School are seeking to appoint a motivated, caring, flexible and experienced IT Technician. The successful candidate will work with the IT Network Manager in developing and maintaining the school's IT provision to ensure the IT network and infrastructure are stable, maintained, up to date, robust and fit for purpose.

If you have the skills and experience to build constructive relationships and work proactively with all members of our school community, this opportunity could be perfect for you.

The school is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. Due to the nature of work this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and relevant care/safeguarding legislation and appointment will only be confirmed if a satisfactory Enhanced Disclosure is obtained from the Disclosure and Barring Service. We welcome all applications regardless of age, gender, ethnicity or religion.

Please note that in line with Keeping Children Safe in Education 2023, an online search may be carried out as part of our due diligence on shortlisted candidate

Further details and an application form can be obtained from:
Website: www.holyfamilyhighschool.co.uk

Closing date: Friday 16th January 2026 (12.00pm)

Interviews W/C 19th January 2026.

Job Description

IT Technician

Main Purpose	To work under the instruction/guidance of senior staff in the school, providing I.T. support to staff and students
Key Tasks	<p>Support the ICT Network Manager in a wide range of hardware installations, repairs, upgrades and maintenance, including the detection and resolution of PC, printers and peripheral device faults.</p> <p>Under supervision of the ICT Network Manager, to assist with the installation of hardware and software.</p> <p>Monitor the Helpdesk Ticketing System - Responding in a timely manner and escalate where necessary.</p> <p>Perform basic diagnostic and recovery routines of network equipment.</p> <p>Assist with the maintenance of the school's ICT suites ensuring that equipment is in good working order and faults are reported and recorded via the helpdesk where immediate resolutions are not possible.</p> <p>Support the Network Manager in dealing with support requests.</p> <p>Assist in the record keeping and maintenance of a full and up-to-date inventory of hardware and software including licences.</p> <p>Support backup processes of all systems and ensure safe storage of data.</p> <p>Assist with the maintenance and development of the school website.</p> <p>Ensure basic health and safety checks are carried out as and when appropriate.</p> <p>Assist with the provision, guidance and support for staff using the school's Management Information Systems as directed.</p> <p>Set up IT and other audio-visual equipment for presentations and assemblies where required.</p> <p>Ensure that school policies on staff and pupil access to data and files are implemented and help staff and pupils to observe online safety procedures.</p> <p>Under the supervision of the Network Manager, to liaise with manufacturers, service providers, support partners and suppliers as directed.</p> <p>Support the Computing department in lessons when the curriculum requires a specific skill/knowledge set.</p> <p>Contribute to the extra-curricular offer in the designated area.</p>

	<p>Support the school in ensuring robust safeguarding procedures, particularly in the area of filtering and monitoring, and in other areas of eSafety.</p> <p>Support parents with parent apps such as Scopay.</p> <p>Any other duties reasonably expected within the grade of the post.</p>
Support for the School	<p>Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.</p> <p>Contribute to the school ethos, aims and development/improvement plan.</p> <p>Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop, respecting their social, cultural, linguistic, religious and ethnic backgrounds.</p> <p>Work as part of a team, appreciating and supporting the role of other people in the team.</p> <p>Attend and participate in meetings as required.</p> <p>Undertake personal development through training and other learning activities including performance management as required.</p> <p>Assist with the organisation, routines and upkeep of the wider learning environment.</p>
NOTE	<p>This is not a comprehensive list of all tasks which may be required of the post-holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.</p>
Confidentiality	<p>In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to all staff and pupils. They may also have access to information relating to the school. All such information from any source is to be regarded as strictly confidential.</p> <p>Information relating to staff and pupils or the business of the school may only be divulged to authorised persons in accordance with the school policies and procedures relating to confidentiality and the protection of personal and sensitive data.</p>
General	<p>This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.</p> <p>All staff are responsible for the implementation of the Health and Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure that appropriate improvements are made where necessary.</p> <p>School has approved a policy on Equal Opportunities in Employment and copies are freely available to all employees.</p>

Person Specification

Post: IT Technician

Grade: Grade E - Scale Points 7-11 £26,403 - £28,142 (£23,502 - £25,050 Pro Rata)

Personal Attributes Required (considerations)	Essential (E) or Desirable (D)	Method of Assessment
Ethos Support for the aims and objectives of Holy Family Catholic High School A commitment to support the school's safeguarding agenda A commitment to work and liaise with members of the school community	E E E	AF AF AF
Qualifications / Training English at Level 2 (GCSE equivalent or above) Mathematics at Level 2 (GCSE equivalent or above) Level 3 ICT related qualification ICT Networking/Systems qualification Evidence of continual professional development	E E E E E	AF AF AF AF AF
Experience Experience of working with ICT in a school environment Experience of working with ICT networks Experience of exam administration	E E E	AF AF AF
Knowledge and Skills Excellent attention to detail The commitment and ability to embrace and implement a shared vision Good interpersonal skills and the ability to work with colleagues from a wide range of areas Excellent time management skills The ability to manage competing priorities and deliver to deadlines		

<p>The ability to share knowledge and develop the skills of others</p> <p>The willingness to respond to the business needs of Holy Family Catholic High School</p> <p>Experience of Microsoft server technologies (TCP/IP, AD, DNS, DHCP, GPOs, Microsoft O365, SIMS, Windows 11, MDM, Backup solutions, Papercut.</p> <p>Physically able to carry, lift and move equipment</p>		
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AF = Application Form,
I = Interview



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Be the best you can be!