



## STAFF VACANCY

# IT TECHNICAL SUPPORT OFFICER

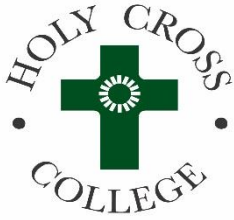
TO COMMENCE AS SOON AS POSSIBLE



### Mission

Holy Cross, founded by the Daughters of the Cross, is a Catholic Sixth Form College and University Centre, which exists to promote a high quality education within a community based on Gospel values.

We provide the opportunity for each person to develop spiritually, morally and intellectually and we welcome students and staff of all faiths.



**Holy Cross College**  
*Catholic Sixth Form College*  
*and University Centre*

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Principal Ms C Vitti

December 2024

Dear Applicant,

Thank you for your interest in the post of IT Technical Support Officer at Holy Cross College, Bury.

As a Catholic College for the Community, we welcome staff and students of all faiths. We strive continuously to maintain and further improve our success within a friendly, supportive and caring environment through the commitment and enthusiasm of our incredibly dedicated, caring and expert staff.

We have a first-rate system of pastoral care and support, with specialist tutors to guide our students through their studies and achieve their goals. All of these elements were highly praised in our Ofsted report where we were rated "Good" for some judgements and "Outstanding" for others, including Behaviour & Attitudes, Personal Development and provision for High Needs Students.

We see our students as unique individuals and we do all that we can to encourage them to develop a wide range of interests as well as pursuing their particular gifts and talents – so enrichment is particularly important here.

We run a highly successful University Centre with two partner universities. There are only limited references to this in the Job Pack because our primary need is for excellent A Level teaching, but there is no doubt that this HE element to our work adds something important to the atmosphere at college.

Set out below is a job description and person specification relating to this vacancy, together with some additional information about the College. If you wish to learn more about the college, individual courses and examination success please look at our website: <http://www.holycross.ac.uk>.

If you feel you meet the requirements of the post and are inspired by the prospect of taking up this important role at Holy Cross, so crucial for the college in so many ways, I hope you will apply to join us. Completed applications should be returned to the Human Resources department (by email only) **by 8.00am on 2<sup>nd</sup> January 2025**. Interviews will take place on 8<sup>th</sup> January 2025.

We ask that you accept, in the interests of economy, if you have not heard from us within 3 weeks of the closing date, that you have been unsuccessful on this occasion.

Yours faithfully

Carina Vitti  
Principal



## Background Information

**IT Manager:** Overall responsibility for IT Services. Responsible for the IT budget, managing the team and generally assisting other members of the department as required. He also manages the software development team that produces much of the Information Systems software used in the college.

**Network Manager:** Responsible for the running of the network, back-ups, IT security and telephone systems.

**Network Administrator / IT Support Team Leader:** Works alongside the Network Manager to develop and manage the network and manages the IT Support function that is the first port of call for students or staff with IT related problems.

**Network Administrator:** Works alongside the Network Manager to develop and manage the network.

**IT Technical Support Officers:** There are two staff in this position (one position is the current vacancy). Both staff are full-time including one evening each week. The role involves setting up PCs, dealing with faults and network problems, etc. They also spend some of the week in one of the two open-access IT areas, supporting and supervising students and staff as well as answering queries by phone and email.

**IT Support Officer:** Works on the IT Help Desk, supervising an IT open-access area and responding to queries from staff and students. Issues that cannot be resolved by the IT Support Officer are passed on to others within the team.

**Software Development Manager:** The lead developer in the college's software development team who develop web-based systems used throughout the college.

**Software Development Officer:** Works alongside the Software Development Manager to develop web-based systems used throughout the college.

**Resources:** IT is integral to the day-to-day operation of the college and the IT department has a crucial role to play in supporting and developing the excellent facilities that are available. The department is responsible for a network of around 1400 Windows 10 computers, 130 Macs, a large number of servers and many other devices. All users have access to Microsoft 365 and systems such as Teams, Outlook and Sharepoint are used extensively. Adobe software is also installed across the network.



**TITLE:**

I.T. Technical Support Officer

**PURPOSE:**

- To install and maintain IT equipment and software
- To support the IT needs of staff and students at the college
- To occasionally supervise the open-access IT area used by students

**REPORTING TO:**

Network Administrator / IT Support Team Leader

**LIAISING WITH:**

Students, staff and external agencies as appropriate.

**WORKING TIME:**

36.25 hours per week, full-year

The actual hours of work will be discussed with the successful postholder on appointment but would generally be between 8.00 a.m. to 4.30 p.m. (with 45-minute unpaid lunch break) with one evening per week until 8.00 p.m (with flexibility for a later start / earlier finish for the 3.5 hours, to be to be agreed on appointment).

Hours of work may vary from time to time to meet the needs of the College.

**SALARY/GRADE:**

Point 11 the Support Staff Salary Spine - £26,097 FTE per annum.

**MAIN (Core) DUTIES:**

IT

- To install and maintain IT equipment including PCs, laptops, tablets, printers, digital screens and projectors/smartboards.
- To assist with installation and updating of software including operating systems
- To liaise with external companies with regards to support, requests for quotations and creating orders.
- To support staff and students with their IT issues as required.
- To troubleshoot IT issues, liaising with other members of the IT team as necessary
- To record queries received, with solutions, in the IT Logging System.
- To keep the IT Logging System issues updated with progress and solutions found.
- To assist in data or audio-visual cabling projects
- To assist in the installation and configuration of network switches and routers and Wi-Fi access points

- To assist with other network related systems such as backups as directed by the Network Manager and Network Administrators
- To assist in the management of active directory and cloud services as appropriate
- To change passwords for students and staff.
- To undertake any other suitable IT tasks as required.
- To maintain stock records for I.T. equipment and software.
- To provide technical assistant for Audio/Visual problems
- To deal with any other appropriate IT requests
- At times when the IT Support Officer is not available, to manage an IT Open-Access Area to ensure students adhere to the college's IT policy when using PCs and refer any unresolved problems to an appropriate member of the IT Department.

#### Management of Resources

- To contribute to the maintenance of an effective working environment in I.T.

#### Operational/Strategic Planning

- To implement college policies and procedures i.e. Safeguarding, Health and Safety, Equality Assurance, Information Security Management, General Data Protection Regulations.
- To contribute towards the College's Development Planning process.
- To contribute towards self-assessment and development planning in respect of I.T.

#### Staffing

- Staff Development

To undertake staff development as appropriate.

To take part in the College's Performance Review process.

To assist non-I.T. staff in learning new I.T. skills.

- Deployment of Staff

To work as part of a team and to ensure effective working relations.

To provide cover for other I.T. staff as appropriate.

#### Quality Assurance

- To ensure the effective operation of quality assurance systems.
- To contribute towards the process of setting of targets within the service area and work towards their achievement.
- To implement College quality procedures.
- To contribute to the monitoring and evaluation of the service area in line with agreed College procedures including evaluation against quality standards and performance criteria.
- To contribute to the development and improvement of the I.T. function.

### Management Information and Administration

- To contribute to the maintenance of accurate and up-to-date information concerning I.T.
- To contribute towards reports within the quality assurance cycle.
- To record reported faults.

### Marketing & Liaison

- To assist the Network Administrator / IT Support Team Leader in any appropriate activities e.g. Open Evenings.

### Communications

- To ensure effective communication as appropriate.
- To liaise with staff, students and external agencies where appropriate.

### Other

- To support the aims and objectives of the College.
- To attend meetings in accordance with the College's meetings schedule.

To undertake any other duties of an equal nature as assigned by the Principal (or his/her designated alternate).



## Person Specification

IT Support Officer	Essential	Desirable
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Medical Clearance.</li> <li>• Enhanced Disclosure and Barring Service check.</li> <li>• Two references which are satisfactory to the Principal.</li> <li>• Satisfactory attendance record (subject to the requirements of the Equality Act).</li> <li>• Ability to meet the requirements of the Asylum and Immigration Act (in respect of eligibility to work in the UK).</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE English and Maths (or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>• IT qualification to level 2 or higher.</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Experience and confidence in the use of using Microsoft Office and IT in general</li> <li>• Ability to produce excellent guidance and training materials using Microsoft Office or Adobe software.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting the IT needs of others at a variety of levels.</li> <li>• Experience of PC and other IT hardware fault-finding</li> <li>• Experience of using projectors / electronic smartboards.</li> <li>• Experience of using and supporting Apple Macs</li> </ul>
<b>Skills and qualities</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both spoken and written.</li> <li>• Efficient, organised attitude to work</li> <li>• Positive attitude.</li> <li>• Self-motivation to learn and develop skills and pass on those skills to others</li> <li>• Initiative and resourcefulness</li> <li>• Ability to assume an authoritative persona when necessary to maintain a good working environment in the IT Open Access areas.</li> <li>• An excellent record of attendance and punctuality.</li> <li>• Commitment to the ethos of the college.</li> <li>• Ability to hit deadlines.</li> <li>• Ability to relate well with staff and students.</li> <li>• Ability to work under pressure.</li> <li>• Strong team working skills.</li> <li>• Flexibility and adaptability.</li> <li>• Commitment to Equal Opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to undertake relevant training.</li> <li>• Patience.</li> <li>• Persistence.</li> <li>• A sense of humour</li> </ul>



# General College Information

## Working at Holy Cross College

We believe Holy Cross Sixth Form College is a great place to work as we genuinely care about all our staff and want them to be happy working here. In return our staff can expect:

- Generous holiday entitlement
- Option to apply for sabbatical leave
- Family friendly policies
- Free car-parking (on and off-site)
- Automatic enrolment into the Teachers' Pension Scheme / Local Government Pension Scheme
- Excellent opportunities for CPD and individualised induction programmes for new staff
- Cycle to work scheme (subject to terms and conditions)
- VDU eye sight test vouchers (subject to terms and conditions)
- Various health and wellbeing benefits (including an on-site gym, staff well-being initiatives, staff badminton and football)
- Counselling service – face to face counselling as well as access to a confidential telephone counselling service

Staff at Holy Cross benefit from working in a well maintained and resourced environment with good terms and conditions of employment. We provide benefits in excess of the statutory minimum in respect of maternity, paternity, adoption and family/personal leave to assist staff in successfully balancing the demands of their personal and working lives.

We start the year with a Mission and Ethos Day and staff BBQ, have a staff retreat for new starters, and at the start of the summer term we have a Community Day, which enables staff to come together outside their usual working environment. In recent years this has involved staff opting into a variety of off-site activities, to engage socially and re-charge their batteries!

Free car parking is available on the college site and, although limited, additional off-site parking is available at a local Sports Club. Staff also have free access to the library resources and to internet and email, though any such use must be in accordance with the College's Information Security Management Policies.

## How well do our students achieve?

The 2024 exam results indicate:

Pass rate at A level is 98%

11 students achieved at least 4 A\*/A grades at A Level (including EPQ)

479 individual A\*/A grades achieved

1090 individual A\* - B grades (high grades) achieved in total

Pass rate for Level 3 BTEC Extended Certificate is 100%

95% high grades across all subjects (DS\*, DS and M)

Pass rate for Level 3 BTEC Extended Diploma is 100%

100% high grades (DS\*, DS and M)

For BTEC Level 3 qualifications, 129 individual DS\*/DS grades were achieved

205 DS\*, DS and M grades earned in total by our students

Strong Value Added Scores for A Level and Vocational Courses

## **Past and Present**

Holy Cross has its roots in 1878, the year in which a group of religious sisters - the Daughters of the Cross – left Germany as a result of the Kulturkampf and were welcomed by Bishop (later Cardinal) Vaughan to the Diocese and to Bury. Originally there was a small parish school – Holy Cross School – which developed into a Convent school, which grew into a large Grammar School for girls – Bury Convent Grammar School – and, in 1979, Holy Cross College, a mixed Sixth Form College, came into being.

We have grown even further since then, and now have over 2350 16-19 students and a University Centre with 200 undergraduates (and a small number of postgraduates), still on the original site. In 2009 the Daughters of the Cross closed their convent in Bury, and are now under the Trusteeship of Salford Diocese, but we still have important links with the Congregation.

We are very proud of our reputation for academic excellence, and pastoral care. Despite the many changes in post-16 education over recent years, including changes of emphasis in inspection regimes, we are committed to maintaining and developing this reputation, and we aim to provide a safe and secure Christian environment for all our students, respecting those of all faiths. We are also financially very secure – having been rated once again by ESFA as Outstanding in this respect – and have exceeded once again all our recruitment targets and grown strongly.

We are a college with a great past, therefore, and a very secure future!

## **Music and Drama**

The College encourages students (and staff) to take part in the exceptionally wide range of musical and dramatic activities available at College. These include annual musical theatre productions, biennial operas, choirs, the orchestra and small instrumental ensembles. Concerts are given at regular intervals, and there are many theatre visits, international choir trips, choral scholarships and an international artist masterclass series. In recent years we have put on “Sweeney Todd”, “Miss Saigon”, “Hansel and Gretel”, “Phantom of the Opera”, “Dido and Aeneas”, “The Sound of Music”, “The Wizard of Oz”, “Fiddler on the Roof”, “Les Misérables”, “West Side Story”, “Oliver” and Shakespeare’s “A Midsummer Night’s Dream”. If you are interested in musical or dramatic activities then you won’t be disappointed.

## **Sport**

At Holy Cross we also have high sporting reputation and offer a wide range of activities for students to enjoy at recreational and/or competitive level. British Colleges Sport, North West Colleges and governing body competitions are entered and we have college teams in football, rugby, netball, hockey and basketball, badminton, tennis, athletics, table tennis, golf, trampolining, cross country and swimming. Facilities on site include a Sports Hall, recreational area and free use of a gymnasium (where personal training programmes can be devised), staff football and badminton.

## **Religious Education**

As well as being involved in many areas of College life, the RE Department also teaches the Core RE course, which all students attend for one lesson each week. The course covers a wide range of topics, always with the idea of helping students to explore their faith, philosophical and ethical issues, the world around them and understand better their own human nature.

## **Chaplaincy**

We have a full time Lay Chaplain (our local Parish Priest is our Priest Chaplain and indeed we are fortunate to have many local priests coming to celebrate Mass for us, usually on a weekly basis and for Holy Days.) The Chaplaincy is available to all and runs many activities – in addition to Morning Prayer, Adoration and Meditation opportunities there are voluntary opportunities for retreats (including an annual Staff Day Retreat) and the annual pilgrimage to Lourdes to help the sick, with the Diocese of Salford.

As stated in our Mission, we welcome staff of all faiths. Colleagues celebrate religious festivals and particular events in the college calendar, for example, the start of a new college year, by joining together for Mass.

## **Caring for our Students**

Pastoral care is a major priority at Holy Cross and underpins all that we do. We aim to support students throughout their time with us and to help them to make the right decisions when they leave us. Progress Tutors keep a careful watch on individual student progress and are also someone for students to turn to if they have difficulties.

Discussions relating to academic progress take place regularly between students, Subject Tutors and Progress Tutors, and resulting action plans which arise from these discussions give students and their parents valuable information on what students need to do to achieve their full potential. All of our staff have a role in caring for our students.

## **Private Study**

All students have time when they are not timetabled for lessons, and we encourage them to make good use of this. We have fantastic Library staffed by professional chartered Librarians providing a wide range of facilities such as online resources, E-books, 75 networked computers plus 36 wireless networked laptops and study facilities and, of course there are books.

The College's Open Access I.T. suite contains over 80 PCs in a state-of-the-art, air-conditioned environment, available for use during term time.

The Learning Support Department, to which all students have access is based in the Marie Therese building. There are areas which students can use for private study, which are sometimes staffed, and a number of smaller subject resource areas.



## **Parents/Carers**

Our partnership with parents/carers plays an important part in our success. There are parents' evenings and written reports, and we make individual contact with parents if there is a problem. Parents/carers are welcome to contact staff at any time.

## **College Structure**

The structure of the College would fill a complete booklet of its own, but in simple terms there is the Principal, a Deputy Principal and Vice Principal (Finance and Resources). There are also Assistant Principals who have responsibility for Curriculum, Quality and Students respectively. There are in addition, a wide range of non-teaching posts and posts of responsibility held by staff in addition to their normal roles.

## **University Centre**

In addition to our sixth form work, the college has for the last nineteen years had a University centre. Currently we have around 200 students, some full time and some part time, although most teaching is focussed in the afternoon and evening. We collaborate with two partner universities, Liverpool Hope and Edge Hill and students generally take BA, BSc or MA degrees with a small number also doing Foundation degrees.

## **Unions**

The Unions recognised by the Governing Body are: UNISON, NEU (NUT/ATL), NASUWT and ASCL. The Principal holds regular meetings with the College Union representatives.

## **Miscellaneous**

The college operates a no-smoking / vaping policy across the entire college site.

Holy Cross is located in Bury, Greater Manchester. To read about our town please view:

<http://www.visitbury.com/>