



Communications & IT Team

Help-Desk support analyst (1st line)

Information for applicants

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Introduction from the Archbishop of Liverpool

Thank you for your interest in a career at the Archdiocese of Liverpool.

As an archdiocese, we serve thousands of people every week through our parishes, schools, partnerships and local communities.

It is a significant time in the life of our archdiocese, as we continue to walk together on the journey set out by our Pastoral Plan in becoming the Church God calls us to be. This plan outlines a clear mission for the future of our Church and every single member of staff plays a vital role in helping us achieve this.

As an employer, we offer wide range of benefits and a place to develop your career in an environment where every member of staff is valued and encouraged to develop fully their gifts.

We are looking for people whose values align with ours and are passionate about playing a key role in the next steps of our journey.

Thank you again for considering a role within our archdiocese. Each person contributes to our wider mission. I am grateful for your interest in joining us in this important work.

A handwritten signature in black ink that reads "+ John Sherrington .". The signature is written in a cursive style.

Most Reverend John Sherrington
Archbishop of Liverpool



COO Department

The COO Department is a central operational unit within the Archdiocese that supports the efficient functioning of the Church's mission and day to day organisational activities.

It provides essential services that enable other departments, parishes, clergy, schools and teams across the archdiocese to work effectively and compliantly. All work is carried out within both canonical and civil legal governance frameworks.

Teams included in the Department include:

- Property and surveying
- Governance
- Legal services
- IT
- Communications
- Safeguarding
- Human Resources

The Department is diverse and candidates joining us will have the opportunity to be exposed to a wide variety of work.





About the Role

Help-Desk support analyst (1st Line)

An exciting opportunity is available for a Help-Desk support analyst within our IT Department, providing 1st line technical support to users across the archdiocese on hardware, software and network issues.

The successful candidate will be responsible for logging, tracking and updating support tickets using the service desk system.

The ideal candidate will have experience working within a service desk, IT support or helpdesk environment.

To thrive in this role, you should be able to demonstrate the following:

- Strong communication skills and be comfortable dealing with people at all levels.
- Strong organisational and time management skills
- The ability to prioritise workloads and manage multiple tasks
- Problem solving and diagnostic skills

Within this role you will be expected to.

- Be the first line of contact for users with IT problems
- Deliver basic training to employees
- Troubleshoot hardware, software and peripheral issues.



Terms and Conditions

Salary £27,000 pa

Location Saint Margaret Clitherow Centre, Croxteth Drive, Liverpool, L17 1AA.

Working Hours Full time, Contracted 35 hours Monday to Friday.

Annual leave 38 days inclusive of two gifted days and eight bank/public holidays. 3 day closedown over Christmas period.

Pension Employees will be enrolled into the People's Pension Scheme.

Other benefits There are a range of other benefits including a pension salary sacrifice scheme, subsidised Lifestyles gym membership, life assurance scheme, cycle to work scheme, enhanced parental leave pay and 24/7 Employee Assistance Programme.

How to Apply Visit the careers page on our website <http://www.liverpoolcatholic.org.uk/careers> to apply online.

The closing date for applications is midnight on the 21st August 2026
- please see our careers page as above.

Please note that the information you provide in your application will be used only for the purpose of recruitment and selection and will be held in accordance with the Data Protection Act 2018.





Saint Margaret Clitherow Centre

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