

Post Name	IT System Administrator
Reporting To	IT Infrastructure Manager
Location	Hybrid/flexible working
Salary Scale Point	NJC point 22 to NJC point 26
Weekly Hours	52 weeks 1 FTE / 37 hrs a week
Contract Type	Permanent

Main Duties

Core Purpose:

Provide leadership and ensure the effective delivery of IT services across multiple academies. Responsibility for managing local IT teams, liaising between academies and the central IT team, and driving IT projects that enhance educational outcomes through the use of technology.

Primary Duties & Responsibilities

Leadership & Management:

- Lead and manage IT service delivery at nominated academies, ensuring alignment with both academy and Trust objectives.
- Act as the primary point of contact between the academies and the central IT team, resolving complex IT issues and escalating as needed.
- Oversee the development and performance of local IT staff, providing support, training, and guidance to ensure maximum efficiency.

Service Desk & IT Support:

- Manage and monitor service desk operations to ensure timely resolution of IT issues.

- Review service desk data regularly to identify patterns and implement improvements.
- Ensure that the IT team responds to requests efficiently, intervening directly where needed.

IT Systems & Project Management:

- Oversee key IT systems and contribute to the planning, delivery, and management of IT projects within the academies.
- Ensure the effective execution of IT changes, including system updates, security patches, and infrastructure improvements.
- Manage local IT budgets, contracts, and software licences to ensure financial efficiency.

Collaboration & Development:

- Collaborate closely with curriculum leaders and educators, providing technical guidance to enhance classroom experiences through technology.
- Work with the central IT team to ensure the ongoing support and development of Microsoft Office 365 tools (SharePoint, OneDrive, Microsoft Teams for Education).
- Foster strong relationships with internal stakeholders and external contractors to ensure IT projects are delivered successfully.

Supervision and Management

Line Management of on-site team

Working Environment

Other

Safeguarding Statement

Excalibur Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

Equality & Diversity

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations ((EU) 2016/679) (unless and until the GDPR is no longer directly applicable in the UK) and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998, including the Data Protection Act 2018). The postholder is to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Health & Safety

The post holder must always carry out his/her responsibilities with due regard to Trust policy, organisation and arrangements for Health and Safety at Work.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post

	Essential	Desirable	How Identified
Education & Qualifications			Formal possession of an appropriate qualification to be verified at Interview or from records
Degree in Computer Science, Information Technology, or a related field (or equivalent experience)	☒	☐	
Relevant certifications (e.g., CompTIA, Microsoft, Cisco)	☐	☒	
Right to work in the UK.	☒	☐	
Relevant Experience			Past employment activity record from Application Form or Interview. Performance in related selection methods, e.g. presentation, group discussion.
Strong experience in an IT support or management role, ideally within an educational environment.	☒	☐	
Knowledge of Microsoft Server and desktop operating systems, as well as network fundamentals	☒	☐	
Proven experience in managing IT projects, budgets, and service teams.	☒	☐	
Skills & Abilities			
Able to apply an innovative approach to problem solving across a range of hardware, software and systems	☒	☐	
Able to keep up to date with technological changes and provide advice about improvements that would benefit the Trust	☒	☐	
An ability to establish good working relationships with staff and the ability to form and maintain appropriate relationships and personal boundaries with students	☒	☐	
Able to undertake Short term planning, e.g., managing own workload, overseeing the work of others, ensuring deadlines are met	☒	☐	
Disposition			



Commitment to equality of opportunity and the safeguarding and welfare of all pupils	☒	☐	Application form and interview questioning and reference.
Willingness to undertake training	☒	☐	
General & Specific or Legal knowledge			
Ability and/or willingness to travel as required.	☐	☒	