



Astrea Academy Trust

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Role Profile

IT Systems Manager

Astrea Academy Trust

ROLE SPECIFICATION

Academy / Department	Astrea Academy Trust
Post title	IT Systems Manager
Responsible to	Director of IT
Full-time Salary	£47,159 - £53,000 depending on experience
Working Pattern	Monday to Friday, Full Time
Pension	Local Government Pension scheme
Working Hours	37.5 hour per week
Line Management Responsibility	Yes

Role Purpose

The IT Systems Manager will lead the IT Systems Team in delivering secure, reliable and effective IT systems and infrastructure across the Trust. The role is responsible for the design, implementation, security and ongoing management of all core IT systems, ensuring they meet the needs of schools and central services.

Working within the strategic direction set by the Director of IT, the IT Systems Manager will provide technical leadership, ensure consistent standards across the Trust, and drive the effective delivery of IT systems and services.

The IT Systems Team is responsible for delivering high-quality, secure and standardised IT systems to all schools and central teams, working in partnership with the IT Operations Team who provide end-user support and service delivery.

Getting Started in the Role

The IT Systems Manager will work with the Director of IT to establish clear baselines, standards and objectives for the IT Systems Team. During an agreed initial period, the postholder will be supported in assessing the current state of systems and infrastructure and developing a prioritised improvement plan.

Formal performance objectives will be set in partnership with the Director of IT following this initial assessment, ensuring that accountability is built on a shared and accurate understanding of the current position.

Key Responsibilities

Leadership and Team Management

- ★ Line manage, develop and performance manage the IT Systems Team
- ★ Ensure clear allocation of responsibilities, accountability and high standards of delivery across the team
- ★ Build technical capability within the team and promote continuous professional development
- ★ Foster a culture of ownership, accountability and continuous improvement

Systems and Infrastructure Leadership

- ★ Lead, develop and implement the technical architecture of IT systems and infrastructure across the Trust
- ★ Own, implement and maintain technical standards, system design principles and configuration baselines
- ★ Ensure consistency and standardisation of systems across all schools and central functions
- ★ Manage and implement new systems and solutions in line with Trust strategy

Service Delivery and Projects

- ★ ★ Ensure technical projects are delivered efficiently on time and to agreed standards
- ★ ★ Allocate resources effectively to meet operational demand and project requirements
- ★ ★ Oversee escalations and ensure issues are resolved in line with agreed SLAs
- ★ ★ Champion the use of service desk systems to manage workflows and maintain high-quality communication

Cyber Security and Systems Assurance

The IT Systems Manager is responsible for the operational delivery and effectiveness of cyber security controls across the Trust's IT infrastructure. This includes leading the IT Systems Team to ensure that all systems, networks and services are secure, resilient and compliant with Trust policies and statutory requirements.

Strategic accountability for cyber security rests with the Director of IT; the IT Systems Manager is responsible for ensuring that controls are implemented, maintained and continuously improved, and for providing regular assurance to the Director of IT on the current security posture.

Key responsibilities include:

- ★ ★ Lead and manage the operational delivery of cyber security controls across the Trust IT estate
- ★ ★ Ensure robust patch management processes are in place and consistently achieved across all systems
- ★ ★ Ensure vulnerabilities are proactively identified, prioritised and remediated in a timely manner
- ★ ★ Oversee secure configuration and baseline standards across servers, endpoints, network infrastructure and cloud platforms
- ★ ★ Ensure effective operation of endpoint protection, identity management and device management systems
- ★ ★ Maintain oversight of firewall, filtering and network security controls
- ★ ★ Ensure appropriate monitoring, logging and alerting is in place across systems and infrastructure
- ★ ★ Coordinate the operational response to security incidents, escalating to and working under the direction of the Director of IT where required
- ★ ★ Ensure the Trust is effectively utilising relevant security tooling and services (e.g. endpoint protection, filtering platforms, Police Cyber Alarm)
- ★ ★ Provide regular assurance to the Director of IT on cyber security posture, risks and remediation activity
- ★ ★ Maintain accurate records of vulnerabilities, patching and remediation actions

IT Policy and User Needs

- ★ ★ Provide professional advice and risk assessment to the Director of IT on IT policy and security matters, including the risks associated with particular tools or practices
- ★ ★ Recognise that IT policy decisions must balance security with operational practicality, and that final policy decisions rest with Trust leadership
- ★ ★ Support the implementation of agreed policies consistently across the Trust, working collaboratively with schools and central teams

Compliance, Risk and Data Protection

- ★ ★ Work in partnership with the Data Protection Officer to ensure systems are secure and

- compliant with UK GDPR and relevant legislation
- ★ Ensure security incidents and breaches are appropriately managed, investigated, remediated and escalated to the Director of IT
- ★ Ensure systems align with recognised standards (e.g. DfE Digital Standards, Cyber Essentials where applicable)
- ★ Maintain appropriate documentation, audit trails and evidence of compliance

Operational Management

- ★ Ensure systems are available, reliable and performing effectively across the Trust
- ★ Ensure backup and disaster recovery solutions are in place and operating effectively
- ★ Oversee system monitoring, maintenance and lifecycle management
- ★ Ensure network maintenance and infrastructure tasks are carried out in line with defined standards

Stakeholder Engagement and Collaboration

- ★ Develop effective working relationships across schools, central teams and the wider IT function
- ★ Work closely with the IT Operations Team to ensure a seamless service to end users
- ★ Facilitate strong communication between technical teams and stakeholders
- ★ Provide training and guidance where appropriate to staff and IT teams

Responsibility and Accountability

The IT Systems Manager holds responsibility for the day-to-day operational delivery of IT systems, infrastructure and cyber security controls across the Trust.

Strategic accountability — including for cyber security, IT policy direction and Trust-wide standards — rests with the Director of IT, who provides oversight and direction within which this role operates.

The IT Systems Manager is responsible for:

- ★ The availability, performance and security of Trust IT systems and infrastructure
- ★ The operational delivery of cyber security controls across the Trust estate, with assurance provided to the Director of IT
- ★ The technical quality, consistency and standardisation of systems across all schools
- ★ Delivery of IT systems and projects in line with agreed standards, timescales and objectives
- ★ The performance and development of the IT Systems Team

General Responsibilities

- ★ Contribute to the overall aims of the Trust and support the delivery of strategic objectives
- ★ Maintain high professional standards, demonstrating integrity and accountability
- ★ Comply with all Trust policies and procedures, including safeguarding and data protection
- ★ Demonstrate commitment to ongoing professional development
- ★ Work collaboratively as part of the Trust-wide team
- ★ Undertake any other duties commensurate with the role

PERSON SPECIFICATION

	Essential	Desirable
Education and Training		
Microsoft or CompTIA qualifications or equivalent technical experience		•
Experience		
Experience managing technical IT staff	•	
Experience of working across a multi-site organisation	•	
Integrating external systems with internal infrastructure to ensure systems remain secure	•	
Experience managing and developing IT networks, ideally including Meraki, Aruba or UniFi	•	
Experience managing Subject Access Requests within a Microsoft environment.		•
Experience of supporting distributed networks including SDWAN networks		•
Experience of managing Microsoft networks and cloud-based platforms	•	
Experience of implementing and upgrading network systems, including designing logical networks with multiple VLANs	•	
Managing Microsoft cloud-based systems including Microsoft 365 for large user bases	•	
Experience of device and software management using Microsoft MECM/SCCM and in particular Intune	•	
Understanding of web content filtering and the role within Safeguarding in schools		•
Working in 2 nd /3 rd line support on a service desk	•	
Managing and mentoring IT support staff or technicians	•	
Experience with service desk management and escalation procedures.	•	
Maintaining accurate documentation of network architecture and IT assets.	•	
Delivering staff training and IT inductions.	•	
Knowledge		
Department for Educations Digital Standards		•
In-depth understanding of network infrastructure including LAN/WAN, VLANs, firewalls, and switch configuration.	•	
Strong knowledge of Microsoft 365 administration, including Intune, Entra, Exchange Online, SharePoint, and Teams	•	
Expertise in cloud-based device and identity management (e.g., Microsoft Intune, Azure AD).	•	
Familiarity with safeguarding and data protection legislation, including UK GDPR and KCSIE.		•

Understanding of cybersecurity principles and threat mitigation.	•	
Knowledge of backup and disaster recovery solutions.	•	
Familiarity with MIS platforms and their integration with other school systems		•
Knowledge of telephony systems and VoIP technologies.		•
Professional Skills		
Ability to communicate effectively across a range of situations, adapting style and approach as required to achieve the desired outcome	•	
Ability to manage change effectively	•	
High level personal IT skills used effectively across a range of situations	•	
Ability to work under pressure and to deadlines	•	
High expectation of self and others	•	
Personal Qualities		
Confident, enthusiastic and motivated with a passion for education	•	
Commitment to self-development and continual improvement	•	
Strong relationship building skills with the ability to work as part of a team, understanding Trust roles and responsibilities and own position within these	•	
Commitment to Diversity, Equality and Inclusion	•	
Ability to command credibility and respect	•	
Flexible and organised approach to work	•	
High levels of resilience and emotional maturity	•	
Inquisitive nature with sound problem solving skills, judgement and initiative	•	
Can-do attitude and solution focused approach with an ability to manage expectations	•	
Able to adapt to changing circumstances and new ideas	•	
High level of integrity with an ability to self-evaluate and reflect	•	
Line Management		
This role will have line management responsibility for others.	•	

THIRD PARTY CHECK

Is this role subject to the following checks?

Disclosure Barring Service	Yes
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Enhanced Check (DBS)	
Section 128 (S128) check	No
Is this role a Senior Leadership Role with management responsibility for the academy?	

APPLICATION PROCESS

Due to the Education sector requirements and that we must comply with Keeping Children Safe in Education (KCSIE) an application form must be completed. We are unable to accept a CV as form of application. We recognise that our application forms are comprehensive. If you have any difficulties completing, please do contact recruitment@astreaacademytrust.org