



## IT SYSTEMS ADMINISTRATOR

DEPARTMENT: IT  
REPORTS TO: IT Systems Manager  
CONTRACT TYPE: Permanent

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### PURPOSE OF ROLE

To provide technical expertise for IT systems administration and upgrades. This will include the installation and ongoing maintenance and troubleshooting of Windows servers-workstations, both physical & virtual and software platforms, both on-premises and in the cloud. Provide 3rd-line support as allocated by the IT helpdesk. Work closely with other members of IT staff, as well as effectively communicate with non-technical users.

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### KEY RESPONSIBILITIES

- Install, manage, and monitor current IT software systems across the Royal Academy, ensuring the smooth running of all software systems, including print services, email provision, and golden Systems images.
- Administration of all major IT bespoke systems, primarily systems that are responsible for taking payment, payment-related devices (Chip and Pin devices)
- Administration of all online services hosted in cloud environments.
- Administration of Microsoft on-premises server-related services such as Microsoft Active Directory, Active Directory Domains and Trusts, Active Directory Sites and Services, Microsoft DNS and DHCP, Group Policy Management, Systems Centre Configuration Manager and Windows File Server.
- Administration of Microsoft on cloud services such as Microsoft Office 365, Microsoft Exchange Online, Microsoft Azure Active Directory, and Microsoft Azure AD sync.
- Administration of MDM (Jamf)
- Manage system patching, updates, and upgrades, including Microsoft Windows Server and Endpoint, Mac OS, generic applications, and any future deployments.
- Assist users with the use of telephony, Wi-Fi, and corporate software.
- Administration of VMware 6.0 or above.
- Installation of desktops, servers, and relevant RA software.
- Participate in systems installations and upgrade projects as directed by the IT Systems Manager.

- Administration and troubleshooting of Royal Academy of Arts bespoke CRM systems.
- Verifying completion of scheduled jobs and backups.
- Perform daily backup operations, ensuring all file systems and system data are successfully backed up.
- Perform ongoing performance tuning, hardware upgrades, and resource optimisation as required.
- Participate in out-of-hours remote support and occasional installation work, as directed by the Head of IT, IT Systems Manager or any other senior officer.
- Maintain and update all systems departmental technical and inventory documentation.
- Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy.
- Undertake any other duty which may reasonably be allocated by the Head of IT, IT Systems Manager, or other senior officer.

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## PERSON SPECIFICATION

- Substantial experience as a Systems Administrator or in a similar role
- Proficiency in operating systems (Windows, MACOS, etc.) and system administration tools
- Experience with VMWare, Veeam, Office365, Exchange Online, Azure AD, Microsoft SCCM, JAMF, ManageEngine PatchManager, OKTA, Zendesk, Navision
- Good knowledge of network protocols and services (TCP/IP, DNS, DHCP, etc.)
- Familiarity with cloud technologies and virtualisation
- Basic understanding of TCP-IP fundamentals
- Technical expertise in systems administration and troubleshooting
- Strong problem-solving and analytical skills
- Excellent communication and interpersonal abilities
- Attention to detail and organisational skills
- Ability to work independently and in a team environment
- Adaptability and willingness to learn new technologies
- Strong time management and multitasking capabilities

Desirable

- Bachelor's degree in Computer Science, Information Technology, or related field is desirable although not essential to this post
  - Certifications (such as Microsoft Certified Systems Administrator (MCSA) or CompTIA Server+) may be preferred.
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## WHY JOIN US?

### Our Values

To support the execution of our mission and our vision, we adhere to a set of shared values that guide our decision-making and shape our ways of working.

- Forever Creative
  - Fiercely Independent
  - Unapologetically Excellent
  - Belonging to All
  - Ethically Grounded
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### Employee Benefits

- Agile Working Policy (for full-time roles working from home up to two days a week where the role permits)
- Enhanced Holiday (with extended Christmas leave)
- Enhanced Pension Scheme
- Employee Council & Employee Network Groups
- Access to all RA exhibitions & access to exhibitions with our reciprocal partners
- Employee Assistance Programme
- Discount in RA Cafe's and Shops
- Give as You Earn Scheme to donate to a charity of your choice
- Cycle to Work Scheme
- Employee Choir and other employee clubs from running to knitting