

IT SYSTEMS ADMINISTRATOR IT

Grade 6, Full time, Permanent

Job reference number: 802-26



Applicant Information Pack

Closing date

9am Wednesday 15 April 2026

Interview date

Thursday 30 April 2026

Late or incomplete applications will not
be submitted to the Shortlisting Panel

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Job Description

Job title	IT Senior Administrator
Department	IT
Grade	6
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	IT Operations Manager
Responsible for	n/a
Liaises with	Internal Student, staff and professor users; Technology team colleagues and managers. External Hardware and software suppliers & maintainers; Jisc operations; Pentera; external managed service provider
Job overview	The IT Systems Administrator supports the delivery, maintenance and security of the organisation's core IT infrastructure. Working closely with the Senior IT Infrastructure Administrator and the wider IT team, the post-holder is responsible for day-to-day (BAU) server administration, cybersecurity tasks and remediation actions, and advanced technical support. While providing 2 nd line BAU server management support, they will also act as a 3 rd line escalation point for complex helpdesk issues, ensuring the smooth operation of critical services.

Key Responsibilities

- Monitor, maintain and support infrastructure assets such as servers, switches, security, access points and storage devices.
- Collaborate with the Senior IT Infrastructure Administrator on incident escalation and root-cause analysis.
- Perform standard maintenance tasks such as patching, system updates, configuration changes and performance checks.
- Help monitor infrastructure health, capacity and availability, escalating issues when necessary.
- Configure, manage, and monitor the SolarWinds network management platform, maintaining ownership of its operation, performance, and optimisation across the organisation's infrastructure.
- Support routine system backup operations, including monitoring backup jobs, verifying successful completion, and escalating any failures or anomalies to the Senior Systems Administrator.
- Provide advanced troubleshooting for incidents escalated from the Service Desk.
- Create and maintain clear documentation for procedures, standard operating processes and system configurations.
- Carry out routine cybersecurity activities such as checking and responding to central security alerts, reviewing endpoint protection results, monitoring patch compliance and vulnerability reports and supporting identity and access management tasks.
- Escalate significant security issues to senior members of the team.
- Assist with infrastructure project-related tasks under the guidance of senior technical staff.
- Conduct scheduled quarterly Disaster Recovery (DR) exercises to confirm backup reliability, validate recovery procedures, and ensure all DR documentation and plans remain accurate and fully effective.
- Document all relevant procedures and changes in line with best practice and with RCM change control processes.

- To be a continual self-learner, developing areas of technical specialism in line with own interests/skills and the RCM's business needs.
- To undertake specific tasks as directed by IT Operations Manager or Head of IT.

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications/ Certification	Degree in computing or a similar related discipline or equivalent degree level technical skills, knowledge and experience gained through employment	Essential	AF
	ITIL or equivalent	Desirable	AF
	CCNA or equivalent switching certification	Desirable	AF
Experience, Skills & Knowledge	Advanced experience of Microsoft Windows 10 & Windows Server Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Intermediate experience of Microsoft Office 365 Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Intermediate experience of Desktop Hardware Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Experience of Cloud Technologies	Essential	AF, INT
	Experience of a disciplined Service Management environment	Essential	AF, INT
	Experience of working with Network and Server Security	Essential	AF, INT
	Good communication and interpersonal skills, i.e., ability to communicate in a friendly and helpful manner with team members	Essential	AF, INT, ST
	Experience of working independently and the ability to work effectively and supportively in a team-oriented environment	Essential	AF, INT
	Demonstrable problem-solving skills and strong attention to detail	Essential	AF, INT, ST
	Strong organisational and prioritisation skills	Essential	AF, INT
Technical Skills	Microsoft Certified (MCSA)	Essential	AF
	Active Directory / Group Policy Management	Essential	AF, INT, ST
	Azure Cloud / Backup / Restores	Essential	AF, INT, ST
	Sophos XDR Central	Desirable	AF
	Microsoft Intune / Microsoft System Centre Configuration Manager (SCCM)	Desirable	AF, INT
	PowerShell / Scripting	Essential	AF
	Hyper-V Manager / VLANS and VMs management	Essential	AF, INT
	Solarwinds network monitoring	Desirable	AF, INT

	VEEAM backup & replication management	Desirable	AF, INT
	FortiGate Firewall management	Desirable	AF, INT
	Experience managing RMM services (e.g. DATTO RMM)	Desirable	AF, INT
	Experience of Server / Patch Management	Essential	AF, INT, ST
	Microsoft Defender: O365 (Mail Security), Endpoint Security and Microsoft Sentinel (SIEM)	Desirable	AF, INT
	Experience supporting Disaster Recovery (DR) / Business Continuity Planning (BCP) processes and Testing of IT Systems Periodically	Desirable	AF, INT, ST
	Intermediate experience of Microsoft SharePoint / OneDrive Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Experience of monitoring infrastructure & cyber security (e.g. servers, AV, Office 365)	Essential	AF, INT, ST
Personal Attributes	Willingness to undertake training as appropriate; keen to learn, understand and apply new technologies	Essential	AF, INT
	Resilient and adaptable approach	Essential	AF, INT
	An interest in developing technical abilities and competencies	Essential	AF, INT
	An appreciation of the arts, particularly music, in education	Desirable	AF, INT

AF = Application Form INT = Interview

The duties and responsibilities assigned to the post may be amended by the Head of IT within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available and the postholder should ideally be available to start as early as possible.													
Contract type	Permanent													
Hours of work	This role is offered on a full time (1FTE) basis. This is a hybrid role (based on campus with some working remotely as agreed). Full time hours at the RCM are 35 hours per week and normal office working hours are 9.00am-5.00pm (with a one hour lunch break), Monday to Friday.													
Salary	RCM Pay Scale Grade 6, incremental points 20 – 24: <table><tr><td>Spine points</td><td>Full-time salary*</td></tr><tr><td>20</td><td>£34,350</td></tr><tr><td>21</td><td>£35,173</td></tr><tr><td>22</td><td>£36,069</td></tr><tr><td>23</td><td>£37,006</td></tr><tr><td>24</td><td>£37,968</td></tr></table> *inclusive of London Weighting allowance		Spine points	Full-time salary*	20	£34,350	21	£35,173	22	£36,069	23	£37,006	24	£37,968
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Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.

Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.

Visas/ Right to Work in the UK	If you have time limited permission to work in the UK you must provide full details on your Application for Employment form. If you do not have permission to work in the UK but would be eligible to apply for a Visa you must state the applicable route on your Application for Employment form. We suggest you use the online tool provided by the government to explore your eligibility and options relating to Visas. Visa Checking Tool Some applicants including prospective professors, may wish to explore the Global Talent Visa route. Further information about endorsement for this visa can be found on the Arts Council website. This is not a role for which the RCM will act as a sponsor for the Skilled Worker route.
Immigration Advisors	The HR department cannot act as immigration advisors however if you are an international student studying in the UK you can seek guidance from the UK Council for International Student Affairs (UKCISA). Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a list of approved Immigration Advisors.
DBS check	Not applicable for this post.
Probation	The post has a six-month probationary period.
Notice period	The appointment will be subject to termination by not less than one month's notice. Notice during probation will be seven days' notice by either party.
Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk. Arrangements exist for members to make additional voluntary contributions (AVCs).
Annual leave	Full time staff are entitled to 210 hours of holiday per annum, plus public holidays. The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.

How to Apply

Closing date	9am Wednesday 15 April 2026 Applications received after the stated closing date will not be considered.
Interview date	Thursday 30 April 2026

Shortlisted candidates will be notified in due course.

We communicate interview dates in advance to ensure candidates have adequate notice to make arrangements. Regrettably we are unlikely to be able to accommodate alternative interview dates.

To apply	To apply, please submit the following documents available on the RCM jobs page • Application Form • Equal Opportunities Form The above documents should be sent to recruitment@rcm.ac.uk by the stated closing date. We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date. Late Application Forms, incomplete Application Forms, Application Forms submitted in a format other than Word or PDF and CVs without an Application Form will not be accepted.
Alternative formats	If you need to receive our recruitment documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.
Interview process	Interviews will take the form of a panel interview, normally comprised of three staff members however more senior positions may have larger panels. Details of the interview panel will ordinarily be included in the interview invitation. We will be happy to make any reasonable accommodations as part of this process. As part of the interview format you may be invited to take a brief tour of our facilities, details will be included in your interview invitation and we will be happy to accommodate accessibility requirements. A test or presentation may form part of the interview process and details will be provided in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.

Staff Benefits

Travel	Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier. We also offer a tax-free bicycle loan under a similar repayment scheme.
Events	There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.
Eye tests & hearing tests	The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.
Employee Assistance Programme	All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.

Professional Development

The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College

Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 60 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs. The RCM was ranked as the No.1 institution in the UK and Europe, and second globally, for both Music and Performing Arts. The College has held global first and second positions in Performing Arts for five successive years, while Music is a new subject introduced to the rankings in 2024.

Staff

The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.

Location

The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

Department

RCM Digital delivers technology, innovation, production and digital learning and has contact with all other departments and RCM students. All members of the RCM use the services we provide and manage, many are clients for our wide range of audio-visual services or studying courses we help run and support, and some are important partners in helping us deliver our service. This makes it a lively and friendly environment where interpersonal relationships play a crucial role in making everything happen.

The Royal College of Music is an Equal Opportunities employer.

Tiago Aguiar
IT Operations Manager
March 2026

