

# JOB DESCRIPTION

<b>Job Title</b>	<b>Senior System Admin</b>		
<b>Reports to</b>	<b>Director, IT Platforms</b>		
<b>Department</b>	<b>Technology</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The LBS Technology Department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

## Job Purpose

The Senior Systems Administrator is responsible for the design, delivery, and ongoing operation of resilient, secure, and highly automated infrastructure platforms that underpin the School's teaching, research, and administrative systems. Working within a complex Higher Education environment, the role provides technical leadership across a small on-premises environment and cloud-based systems, ensuring services are reliable, scalable, and aligned with institutional strategy and regulatory requirements.

The post holder will lead the administration and modernisation of VMware and Azure platforms, with a strong emphasis on automation and infrastructure as code using Terraform and CI/CD practices through Azure DevOps (AzDO). They will oversee both Windows and Linux systems, driving standardisation, automation, and operational excellence across the estate.

The Senior Systems Administrator acts as a subject matter expert and mentor, collaborating closely with academic and professional services teams to translate service requirements into sustainable, automated solutions that improve reliability, security, and efficiency while supporting the evolving digital needs of the School.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key Areas of Accountability:

#### **Planning**

- Participates in short and long-term project efforts with stakeholders and IT teams
- Business Requirements
- Work with project teams to understand business needs.
- Work with engineers to understand technical requirements.
- Provide feedback and recommendations on requirements based on health check results.
- Ensure processes and requirements are met such as backup and maintenance availability.
- Communicate events to stakeholders, IT teams, and IT Leadership.

#### **Design/Develop**

- Develop new alerts and monitoring techniques.
- Integrate solutions with other applications and platforms based on engineering requirements.
- Develop scripted solutions and automation.

#### **Maintenance**

- Perform routine maintenance tasks for infrastructure systems such as backups, patch management and hot fixes
- Develop plans to manage the frequency of appropriate support for applications
- Monitor database maintenance and provides appropriate recommendations, when required.

### **System Turnover**

- Analyse health check results and provides feedback
- Review support documents.

### **Performance Monitoring**

- Monitor system-operating capacity in terms of (e.g., disk space, storage, and CPU utilisation).
- Perform capacity workload modelling and availability analysis for a variety of platforms and environments.
- May recommend changes/enhancements for improved systems availability, reliability, and performance.
- Determine the required course of action to improve performance and escalates when appropriate.
- Review performance and control reports.
- Recommend settings changes to the operating system to improve performance and reliability.
- Develop, maintains, recommends, documents, and supports tools and back-end utilities to provide capacity planning management.
- Monitors database performance and recommends changes.

### **Testing**

- Participates in testing efforts and coordinates feedback of test results.
- Conducts testing to ensure requirements are met.

### **Continuous Improvement**

- Analyses and reports on operational metrics to understand performance and to ensure success in process improvements
- Recommends and develops solutions for improvement of support procedures.
- Identifies ways tasks can be automated.

### **Production Support**

- Provides Third line production support.
- Recommends procedures and controls for problem resolution or creates temporary
- Seeks technical assistance or escalates problem, when necessary.
- Documents, monitors, reports, and manages the resolution of systemic issues.
- Works with Engineers, Vendors, and Architects when issues appear systemic or cannot be resolved.

### **Security**

- Reports security issues when appropriate and gathers required information.
- Analyses audit trails to detect systematic security violations.
- Makes recommendations to improve security and participates in investigations as needed.
- Ensures adherence to security requirements.

### **Backup & Disaster Recovery**

- Implements the plan for backup and disaster recovery for infrastructure solutions.

### **Policies, Procedures & Standards**

- Ensures compliance with policies, procedures and standards

- Contributes to Third line support procedures

### **Service Level Agreements (SLAs)**

- Monitors production, outputs, and services to ensure that SLAs, and other quality metrics, are being met.

### **Documentation/User Guides & Support Matrices**

- Writes reviews and/or maintains technical documentation for production environments.
- Ensures documentation is developed and maintained.

### **Communications & Consultation**

- Supports and participates in the formal reporting of project status.

### **Research & Evaluation**

- May evaluate future technologies and make recommendations for software and hardware upgrades.

### **Coaching & Mentoring**

- Provides technical guidance, coaching/mentoring to team members.

### **IT Systems Administration**

- May coordinate, supervise and validate activities.
- Installs, configures maintains and approves system hardware and software components.
- Collects and maintains tracking and configuration documentation and plans.
- Manages user access to systems or applications.
- Administers the set-up of new profiles, creates and updates access permissions and maintains user accounts for enterprise systems.
- Determines if inactive accounts should be deleted

### **IT Storage Administration**

- Executes capacity management for systems.
- Administers SANs & Cloud.
- Installs and configures new storage systems or solutions.
- Maintains and controls the backup library.
- Defines process for disk space provisioning.
- Executes disk space provisioning.
- Monitors and reports on disk performance and utilisation.
- Administers archival activities such as installing, upgrading, configuring, scheduling and monitoring jobs.
- Coordinates data replication procedures.

### **Information Security**

- Ensures all necessary network security updates, patches, and preventive measures are in place.
- Manages and monitors system updates for in scope security systems.
- Works with Information Security, where needed, in assessing systems.
- Analyses audit trails to detect systematic security violations.
- Troubleshoots basic issues/problems; account lockouts, file share access, application access.

- Reports security events when appropriate.
- Adheres to information security requirements, policies, and standards.
- Collates security incident and event data to produce monthly exception and management reports.
- Reports unresolved information security exposures, misuse of resources or noncompliance situations using defined escalation processes.
- Implements remediation required by audits/assessments, and documents exceptions as necessary.

**KPIs:**

- Handles multiple projects and duties simultaneously, prioritizing as needed.
- Devises flexible approaches that are easily adopted by all levels and types of people. Works creatively to respond to a specific situation. Quickly resolves new challenges in a changing environment. Interprets the spirit of a policy to meet business goals and user needs. Respects and responds sensitively to others' reluctance to change. Fosters flexibility through cross-training and developmental work assignments.
- Collates and reports information. Solicits guidance to define criteria and assign values of importance and urgency. Sorts information in order of importance. Investigates to define problems more accurately. Identifies trends and exceptions. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Escalates issues of an exceptional nature.
- Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of inter-related situations, asks probing questions, and solicits multiple sources of advice prior to taking action.
- Seeks information on both formal and informal processes. Uses appropriate tools, techniques and sources to gather, update and monitor information. Checks for accuracy of interpretation. Seeks out the appropriate people for guidance when needed depending on the type of issue.
- Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.
- Investigates defined issues with uncertain but limited cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the school, the situation, and those involved. Escalates issues with suggestions for further investigation and options for consideration.
- Actively solicits ideas and opinions from others to quickly accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.
- Demonstrates operational agility. Uses organizational systems that result in multiple critical activities to be identified and completed on time. Renegotiates priorities as necessary. Puts systems in place and uses them to monitor and detect errors and problems. Tests and inspects outputs, and applies quality checks prior to work submission

## Knowledge/Qualifications/Skills/Experience required

- Significant hands-on experience as a Systems Administrator or similar senior technical role within a complex enterprise environment, ideally in Higher Education or a similarly regulated sector.
- Strong expertise in administering and supporting VMware virtualisation platforms, including design, capacity planning, performance tuning, and resilience.
- Proven experience delivering and operating services in Microsoft Azure, including hybrid integration with on-premises infrastructure.
- Demonstrable experience using infrastructure as code and automation tooling, particularly Terraform, to provision and manage infrastructure consistently.
- Strong experience building and maintaining automated workflows and CI/CD pipelines using Azure DevOps (AzDO) or equivalent tooling.
- In-depth practical knowledge of Windows Server administration, including Active Directory, Group Policy, patching, and security hardening.
- Solid experience administering Linux systems (ideally Ubuntu), including scripting, package management, and service management.
- Advanced scripting and automation skills using tools such as PowerShell, Bash, or similar, with a focus on reducing manual operational effort.
- Strong understanding of systems security principles, including access control, patch management, vulnerability management, and secure configuration.
- Experience monitoring, troubleshooting, and resolving complex infrastructure issues across virtualised, cloud, and hybrid environments.
- Ability to design and document technical solutions, standards, and operational procedures clearly and effectively.
- Experience working collaboratively with technical and non-technical stakeholders, translating requirements into robust technical solutions.
- At least 5 years of IT work experience in information systems support, administration, risk management, and disaster recovery.
- Working understanding of Identity Management and Identity Providers (Entra, Auth0).

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>08/04/2026</b>