



Jacob Lewis Smith

SYSTEMS ADMINISTRATOR

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I am a flexible, hardworking and conscientious IT professional with a strong track record across infrastructure, service desk and end-user support. I work equally well independently or as part of a team.

PROFESSIONAL EXPERIENCE

Systems Administrator

Oct 2025 – Present

Aston Community Education Trust

- Line manage a team of ICT technicians at one of the trust's sites, acting as the escalation point for the Trust IT Services Team.
- Develop, deploy and maintain trust-wide IT infrastructure, including networking, Hyper-V, VoIP telephony and cloud-based systems.
- Lead the adoption and progression of trust cloud services, including Microsoft 365, Google Workspace and Chromebooks/ChromeOS.
- Deliver IT projects to completion on behalf of the ACET Network Leader and Deputy Network Leader.
- Manage systems for compliance with the trust's Disaster Recovery Policy, GDPR and Data Protection requirements.
- Develop custom tools/software for internal use and automation within the IT Team.
- Advise on emerging hardware, software and security developments, and liaise with third parties on service updates and warranty work.

IT Infrastructure Analyst

May 2023 – October 2025

General & Medical Healthcare

- Administer Office 365 tenant, Active Directory, DNS/DHCP and on-prem Exchange.
- Manage server infrastructure including VMware ESXi/vSphere and Hyper-V virtual machines.
- Support 3CX and Splicecom telephony, plus Sense call recording and encryption.
- Automate IT operations with PowerShell; deliver 1st–3rd line support across London, Guernsey and Pilton sites.
- Assist development team with IT-related tasks and projects, including automation and scripting.

Senior IT Technician

Aug 2020 – May 2023

Ken Stimpson Academy

- Managed Google Admin, Azure AD/Intune/SharePoint and on-prem Exchange for the school.
- Ran server hardware, Active Directory and VMware ESXi/vSphere clusters; maintained Smoothwall filtering and Avigilon CCTV.
- Delivered site-wide networking (VLANs, DHCP, DNS) and 3CX phone system support.
- Provided 1st–3rd line support to students, staff and governors; deputised for the Technical Services Manager.

1st Line Service Desk Analyst

Jan 2020 – Aug 2020

Interaction Recruitment (at CDW – Travelodge Service Desk)

- Administered Google Admin/Active Directory and supported Travelodge's Opera Reservation System.
- Used SOTI MobiControl and Citrix virtual desktops/Jabba phones for first-line resolution.

CORE SKILLS

Office 365 / Azure AD
Chromebooks/ChromeOS/Google Admin
Active Directory
VMware ESXi
Hyper-V
PowerShell/Scripting
Networking (DNS/DHCP)
IP Telephony
1st–3rd Line Support

EDUCATION

Ken Stimpson Academy

2012 – 2018

Computer Science	A
Maths	4 (C)
English Literature	6 (B)
English Language	5 (C)
Science	C
Additional Science	C
Drama	B
Geography	C
ECDL (IT)	Distinction*

RSL Creative & Performing Arts

2017 – 2018

Merit – Technical Aspects (Sound & Lighting)

VOLUNTEER

Lighting, Sound & Stage Crew Technician

Stamford Corn Exchange Theatre · Sep 2015 – Dec 2025

Stage management, lighting & sound for shows; equipment upkeep between performances.

REFERENCES

Lee Chambers

Technical Services Manager, Ken Stimpson Academy
01733 765 950 ·
L.Chambers@kenstimpson.org.uk

Delivered 1st line support to Travelodge staff and franchisees across the UK, Ireland and Spain.

Apprentice IT Technician

Jul 2018 – Dec 2019

Jack Hunt School · Level 3 Infrastructure Technician

Supported Active Directory, NetSupport and Office 365 for students and staff.

Delivered onsite 1st & 2nd line support to students and staff.

Represented the IT department in meetings with students, staff and governors.

Ben Dearden

(Personal Reference)

Aircraft Maintenance Technician

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