

## JOB DESCRIPTION

<b>Job Title:</b> Endpoint Support Officer	
<b>Department /Division/Unit:</b> IT Services	
<b>Faculty/Professional Service:</b> AS	
<b>Location:</b> LSHTM's London sites with remote working opportunities	
<b>Reports to:</b> Endpoint Support Team Leader	
<b>Responsible for:</b> N/A	
<b>Full Time/Part Time/Casual:</b> Full	<b>Hours</b> (if less than full time):
<b>Grade:</b> PSP5	

### The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

### **Job Purpose**

The Endpoint Support Officer will join the newly-formed Endpoint Services Team, which has overall responsibility for the purchasing, management and support of the School's end user devices and software.

The team works with a variety of hardware, consisting of Dell laptops/desktops and Apple Macs, together with a smaller number of iOS and Android mobile devices. New devices are managed with Microsoft Intune and Jamf Pro, with continuing support for Active Directory, Micro Focus ZENworks and VMware Workspace ONE. The team also manages and supports a virtual desktop environment based around VMware Horizon.

The role combines a second line remit with some first line (helpdesk) functions. These include responsibility for purchasing, device deployment, asset management and day-to-day hardware and software support.

### **Responsibilities**

- Purchasing, installation, deployment and maintenance of laptops, PCs, other devices and associated equipment.
- Contributing to a first line Helpdesk rota, providing in person, telephone and email support to staff and students.
- Managing the lifecycle of all IT equipment, from delivery and distribution through to final disposal.
- Producing documentation and contributing to an IT knowledge base for the benefit of the immediate and wider team.
- Developing best working practices and consistency with other members of the team. Ensuring that all work is carried out in accordance with IT procedures and customer service policies, delivering an effective service and achieving the quality and volume required for agreed SLAs, targets and metrics.
- Training, mentoring and supervising new or existing team members on Helpdesk standards and practices.
- Ensuring continuous professional development through participation in team meetings and engaging in one-to-ones and personal development reviews (PDRs) with your line manager
- Managing your own continuous learning, training, internal collaborations and external networks, in order to contribute to service quality, research and innovation.
- Contributing to projects related to the Endpoint Services Team function as well as wider IT Services projects.
- Deputising for the Endpoint Support Team Leader where required.

## **Generic duties and responsibilities of all LSHTM employees**

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

***This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.***

## **ASYLUM AND IMMIGRATION STATEMENT**

*The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.*

*Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.*

*Further information about Sponsorship and eligibility to work in the UK, can be found at: <https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>*

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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Competency	Evidence	E/D
<b>Education, Qualifications and Training</b>	• Hold relevant professional qualifications or equivalent experience	E
	• Hold an undergraduate degree or evidence of continuing professional development (regular attendance on internal/external study programme)	D
	• Hold an ITIL or relevant industry qualification	D
<b>Experience</b>	• Experience of working in an IT customer service environment	E
	• Practical experience of providing hardware support for laptops and desktop PCs	E
	• Experience in supporting a broad range of Windows and cloud-based applications, including Microsoft Office 365	E
	• Providing support for Apple Mac, iOS, Android or Linux platforms	D
	• Deploying end user devices in an enterprise environment	D
	• Purchasing IT hardware/software and liaising with third party suppliers	D
	• Using a Helpdesk or IT service management tool to log and manage requests	D
	• Providing support for remote/hybrid working environment, using collaboration tools such as Zoom & Microsoft Teams	D
	• Working closely with students and staff in an education environment	D

	<ul style="list-style-type: none"> <li>Any experience with Micro Focus (Novell) products, such as ZENworks, iPrint and eDirectory</li> </ul>	D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>In depth knowledge of Microsoft Windows operating systems</li> <li>A good understanding of network infrastructure and wireless networking</li> <li>Active Directory, Azure AD or similar tools to manage user accounts and devices in a corporate environment</li> <li>Microsoft Intune or similar tools used to deploy and configure end user devices and software</li> <li>Up to date knowledge of developments in hardware and IT tech, and their application</li> <li>An understanding of virtualisation technology</li> <li>User account security, MFA, device security, encryption (Bitlocker, FileVault), GDPR awareness</li> <li>ITIL change, release and incident management processes</li> </ul>	E D E E E D D D
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Positive communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions</li> <li>Willingness to take on a wide variety of tasks and to learn new skills. Confidence in operating in an environment of change, providing support and solutions to a wide variety of requests.</li> <li>Commitment to School's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background. Display a professional attitude towards colleagues, students and others</li> <li>The ability to build and sustain effective professional working relationships within IT and wider business environment</li> <li>A strong customer focus – demonstrating a thorough understanding of customer needs and positive attitude to helping others</li> <li>The ability to look continuously for opportunities for improvement – adapting thinking and behaviour to suit the requirements of different situations</li> </ul>	E  E  E  D  D  D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well