JOB DESCRIPTION

Job Title: Endpoint Systems Developer	
Department: Information Technology Services	
Faculty/Professional Service: Central Services	
Location: London	
Reports to: Endpoint Systems and Support Manager	
Full Time/Part Time/Casual: Full-time	
Grade: Grade 6	
Overall Purpose of the job: The role will be responsible for maintenance and development of the School's Endpoint management systems, remote and virtual desktop services and central software distribution and licensing. Additionally, supporting the provision, management and security of laptops, desktops, tablets and other endpoint devices and associated solutions.	

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our Introducing LSHTM page.
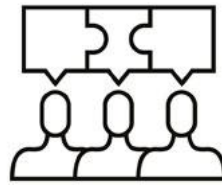
Our Values

Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our LSHTM Values page for further information.

Act with integrity **Embrace difference** **Work together** **Create impact**

FACULTY/DEPARTMENT INFORMATION

IT Services

The mission of IT Services is to support the teaching, research and learning activities of the staff and students of the School through:

- the provision of a robust and effective computer network
- the provision of prompt and efficient computer user support
- the development of new facilities and services relevant to the School's changing needs

IT Services is made up of 4 area groups which are split into 10 different teams, all overseen by the ITS Director.

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Main Duties and Responsibilities

The Endpoint Services Team is responsible for the lifecycle of devices such as laptops and other workstations, including procurement, development of build, deployment, on-going support and then end-of-life management of devices. Administration of virtual desktops, distribution of centrally managed software, asset management and endpoint management systems are also within the remit of the team.

The role holder for this post will report to the Endpoint Systems and Support Manager within the Endpoint Services Team and as part of the Operations and Support division within IT Services.

The Endpoint Systems Developer will have responsibility for:

- Devising, implementing and developing the technical management infrastructure through which School devices (including desktops, laptops and mobile devices such as tablets and phones) are provisioned, secured, monitored and maintained.

- Administration and development of Microsoft Endpoint Manager (Intune), Jamf Pro and Workspace ONE endpoint management platforms, together with support and maintenance of existing Active Directory and ZENworks environments.

- Harnessing and developing Windows Modern Management tools and principles to develop processes for providing zero-touch device deployment, distribution of group policy and controls to support data management and security policies. Proactively ensuring devices are secure and in-line with organisational requirements.

- Configuration of laptops, desktops and other endpoints in relation to teaching and other specific use such as for short courses or loan purposes.

- Managing, maintaining and delivering core software applications to laptops, desktops, tablets and other devices throughout the School.

- Managing the licensing of the School's central portfolio of user-delivered software solutions.

- Distribution and maintenance of statistical, specialist and other software and systems used in research and teaching.

- Provide 3rd line support and development for systems such as the print management system, remote support tools and other systems used by the IT Support function or wider IT Services team, within reason.

- Managing the development and refresh of Operating Systems and software applications, including the deployment of upgrades, fixes and other updates, in line with best practice such as submissions to the Change Advisory Board (CAB) and Solution Design Authority (SDA).

- Technical ownership, including configuration and development of the Asset Management system.

- Design, implementation, delivery and maintenance of the School's remote desktop and virtual desktop (VDI) services. Contribute on an ongoing basis to the development of these remote access provisions as School and user requirements evolve.

- Contribution to Endpoint Services Team discussions and meetings, including identifying areas of improvement and offering solutions to technical problems faced within the team. Providing training and development opportunities for team members.

- Managing your own continuous professional development, internal collaborations and externals networks, in order to contribute to service quality, research and innovation.

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 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 Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM 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 and Development Review (PDR).

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.

Competency	Evidence	E / D
Education, Qualifications and Training	• Higher education to degree level, equivalent or other professional IT qualification(s)	E
	• Evidence of continuing development and learning including formal and informal study programmes and courses	D
	• Hold ITIL qualification(s)	D
Experience	• Management of Enterprise level computing in Windows, MacOS and/or other environments	E
	• Managing Apple and Android devices in an education or corporate environment	E
	• Designing and administering desktop and laptop management regimes, for instance Microfocus ZENworks, Microsoft InTune, Jamf and WorkspaceONE	E
	• Software administration, both from licensing, contractual and commercial standpoints	E
	• Experience of design and advanced administration of systems such Microsoft AD, Azure and/or Microfocus eDirectory	E
	• Technical ownership of Asset Management systems and other device inventory systems	D
	• Design, maintenance and development of remote desktop-based systems using VMware Horizon or other platforms	E
	• Configuration of Windows PCs, including software distribution and group policy	E
	• Scripting and/or programming skills	D
	• Developing and supporting Linux systems (preferably Suse)	D
	• Supporting Microsoft SQL Server-based applications on Windows server	D

	•	Supporting statistical software and applications used for data analysis	D
	•	Support and development of enterprise print management systems	D
Knowledge	•	Windows and other OS modern management principles, including zero-touch deployment (Windows Autopilot, Apple ADE, Samsung Knox, etc)	D
	•	Active Directory, Azure Active Directory, Microsoft 365 product suite	E
	•	Security principles and technologies (Encryption, MFA, Conditional Access, Antivirus, etc)	E
	•	Identity management solutions and their application in an enterprise environment	D
	•	Working with authentication systems: eDirectory, LDAP, AD or Shibboleth	E
	•	ITIL best practices and PRINCE2 or other project management methodologies	D
	•	Software licensing / licence management and IT procurement principles	E
General	•	Display a positive and helpful attitude towards colleagues, staff, students and others	E
	•	The ability to build and sustain effective professional working relationships with IT and the wider school	E
	•	The ability to look for improvements and to initiate ideas with a user-centric approach in this regard	D
	•	The drive for achieving user satisfaction and being results driven	E
	•	Strong interpersonal and people management skills	E
	•	A high degree of personal motivation, including the ability to work independently and organise priorities	E
	•	Commitment to the School's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background	E

E-Essential: Requirement without which the job could not be done
D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Oct 2024

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Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 6 scale in the range £44,847 - £50,808 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our jobs website. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM 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 but due to the salary range for this role not meeting the general salary threshold, only applicants under certain circumstances may qualify for sponsorship for this role. Please refer to the details on the Skilled Worker visa pages to check if you are able to be paid below the general threshold. Please indicate this in your application and proceed if you are able to meet the requirements.

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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 on the [government immigration rules page](#).