

JOB DESCRIPTION



Job Title: User Services & Administration Officer – IT Services
Department: Information Technology Services
Faculty/Professional Service: Central Service
Location: London
Reports to: User Services & Administration Manager
Full Time/Part Time/Casual: Full-time
Grade: Grade 5
Overall Purpose of the job: The User Services and Administration team manages a wide range of work including: user account administration, shared folder and mailbox management, printing services, software support and specialist areas such as Lab IT support, Secure servers and refectory tills. This role is a mixture of 1st and 2nd line support duties and the role holder for this post will report to the User Services & Administration Manager.

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

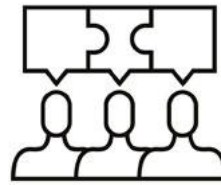
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**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.

Main Duties and Responsibilities

The duties and responsibilities of the User Services & Administration Officer will include:

- User account administration and support, including shared folders, shared drives and mailbox access and configuration. Liaising with third line support and other teams , escalating where necessary.
- Providing specialist IT support to different areas of the School, including laboratories, Refectory, Reception and Finance.
- Being part of the Helpdesk rota, including training or supervising of new or existing team members on Helpdesk standards and practices.
- Supporting the Printing and Reprographics services - including printer management, configuration and troubleshooting, and assist users with onsite printing services.
- Arranging visits and liaison with Third party external engineers for on-site repairs and maintenance of the printers.
- Monitoring printer consumables such as paper and toner, including arranging delivery of items around the LSHTM buildings. Liaise with Procurement, Third-party contractors and suppliers of printer consumables, where required.
- Deal with requests and administration of access to project data on the secure file server.
- Handle ad-hoc purchasing requests for software such as the Adobe Suite and AutoCAD.
- Developing good working practises and consistency within the team. Working with the User Services & Administration Manager and other support teams in this regard.
- Working with the User Services & Administration Manager to achieve both quality and volume in line with any agreed SLAs, targets and metrics.
- Produce documentation and contribute to the knowledge base, in relation to the User Services & Administration Team.

- Deputise for the User Services & Administration Manager where required.
- Ensure your own continuous professional development through participation in team meetings and engaging in one-to-ones and personal development reviews (PDRs) with the User Services & Administration Manager. Manage your own continuous learning, training, internal collaborations and external networks.
- Contribute to projects related to the User Services & Administration Team function as well as wider IT Services projects.
- Responsibility for contributing to the User Services & Administration Team function, practices and processes and helping develop and/or streamlining these 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 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	<ul style="list-style-type: none"> Higher education to degree level, or equivalent, or substantial relevant experience 	E
	<ul style="list-style-type: none"> Evidence of continuing professional development including regular attendance on internal and external study programmes 	D
	<ul style="list-style-type: none"> Hold ITIL qualification 	D
Experience	<ul style="list-style-type: none"> Experience of working in an IT customer service desk environment 	E
	<ul style="list-style-type: none"> Practical experience of providing User account administration 	E
	<ul style="list-style-type: none"> Experience in supporting a broad range of Windows applications, including MS Office 	E
	<ul style="list-style-type: none"> Delivering customer facing support activities 	E
	<ul style="list-style-type: none"> Using a Helpdesk or ITSM tool to log and manage requests 	E
	<ul style="list-style-type: none"> Working in a customer focused and results orientated environment 	E
	<ul style="list-style-type: none"> Configuring and managing shared folders and/or mailboxes 	D
Knowledge	<ul style="list-style-type: none"> Supporting a wide variety of equipment, both Windows and other platforms 	E
	<ul style="list-style-type: none"> A good understanding of network infrastructure and connecting to wireless networks 	D
	<ul style="list-style-type: none"> Novell, Active Directory or similar tools to manage devices and/or and users 	E
	<ul style="list-style-type: none"> Installation, configuration and management of printers and printing services 	E

Personal Qualities	<ul style="list-style-type: none"> 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 	E
	<ul style="list-style-type: none"> Willingness to take on a wide variety of tasks and to learn new skills 	E
	<ul style="list-style-type: none"> Commitment to School's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background 	E
	<ul style="list-style-type: none"> Display a professional attitude towards colleagues, students and others 	E
	<ul style="list-style-type: none"> The drive to complete tasks and a focus on results 	E
	<ul style="list-style-type: none"> Confidence in operating in an environment of change, providing support and solutions to a wide variety of requests. 	D
	<ul style="list-style-type: none"> The ability to build and sustain effective professional working relationships within IT and wider business environment 	D
	<ul style="list-style-type: none"> A strong customer focus – demonstrating a thorough understanding of customer needs and positive attitude to helping others 	E
	<ul style="list-style-type: none"> The ability to look continuously for opportunities for improvement – adapting thinking and behaviour to suit the requirements of different situations 	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

Date compiled: Jan 2025

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 X scale in the range £39,182 - £44,847 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. 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](#).