

# JOB DESCRIPTION



<b>Job Title:</b> Systems Support Officer (Finance)
<b>Department:</b> Information Technology Services
<b>Faculty/Central Service:</b> Central Services
<b>Location:</b> London
<b>Reports to:</b> Enterprise Systems Manager
<b>Full Time/Part Time/Casual:</b> Full time
<b>Grade:</b> Grade 5
<b>Overall Purpose of the job:</b> To provide operational and technical support to LSHTM's finance IT systems, primarily TechnologyOne's OneFinancials cloud solution.

## 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

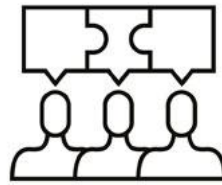
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**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**

- To respond to finance system issues raised by LSHTM users, triaging these issues and determining the most appropriate path to resolution, including taking a lead in directly resolving issues.
- For issues escalated to the finance system provider, to manage successful and timely resolution, utilising the provider's case management software.
- Acting as the primary administrator for the finance systems, including:
  - being responsible for setting up and amending system users and their access (ensuring appropriate data control and approval levels in line with LSHTM's financial regulations and policies);
  - updating system standing data (such as selection types/codes and data masterfiles);
  - ensuring process tasks move effectively through system approval workflows.
- Ensuring that the finance system environments (e.g. live and training environments) remain suitable for use and are updated/copied as directed.
- Creating and updating test scripts required to ensure effective annual or bi-annual finance system upgrades. Ensuring that these test scripts are completed by system users and supporting required upgrade-readiness decisions.
- To support finance system users and Business Systems team colleagues in preparing and monitoring agreed system functionality enhancements and changes.
- To have a good working knowledge of the technical integrations between the finance systems and other LSHTM IT systems, in order to provide support to Business System team colleagues if required.
- Administering all finance system training materials, working with subject matter experts to review, update and issue new and amended training materials.
- Administering all finance system technical documentation, including creating such documentation as required, ensuring all documentation is kept up to date.
- To participate in any user groups or Steering Groups involving finance system stakeholders or suppliers , in order to understand current issues and future plans for the finance system software.

## ***Additional Information***

### 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.

<b>Competency</b>	<b>Evidence</b>	<b>E / D</b>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Hold relevant professional qualifications or equivalent experience</li> <li>• Hold an undergraduate degree or equivalent</li> </ul>	E D
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of first-line operational IT service provision, preferably in a Higher Education environment</li> <li>• Working in a structured environment with the ability to work closely to technical documentation</li> <li>• Involved in system change, development and upgrade projects</li> <li>• Led on preparation of test scripts</li> <li>• Provision of support to TechnologyOne One Financials software</li> </ul>	E E D D D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A thorough understanding of customer requirements and ability to translate these into tangible actions</li> <li>• Knowledge of finance system configurations, including user access rights, process workflows and reporting</li> <li>• Case and issue management techniques and processes</li> <li>• Key technical aspects of system integration and data exchange between systems</li> <li>• Use of various media (written, visual, video) for system training documentation</li> </ul>	E E E D D
<b>General</b>	<ul style="list-style-type: none"> <li>• Able to set and maintain self-determined deadlines aligned to meeting system and user needs</li> <li>• Ability to work as part of a team, understanding team dynamics and showing a flexible approach to team delivery and achievement of team and individual objectives</li> <li>• Ability to operate within, and contribute positively towards, the maintenance of a welcoming and inclusive operational environment.</li> </ul>	E E 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: February 2026

## Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 5 scale in the range £39,984 - £45,728 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 operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

## 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](mailto: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 UKVI requirements, 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.

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](#).