

JOB DESCRIPTION

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| Job Title | Senior Modern Workplace Engineer | | |
| Reports to | IT Support Team Leader | | |
| Department | Technology | | |
| Job Family | Business Services | Level | 4 |

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology team provides strategy, technology, innovation, information, data, customer and assurance services in the technology domain to the School at its main London campus and at its teaching facilities in Dubai.

Technology lead on the provision of customer facing IT support services, end user computing services, core infrastructure and innovative classroom technology. They manage technology security and risk and ensure all change is expertly delivered and quality assured via its change, program, project and test teams.

Within Technology, we spend a lot of our time building relationships with the business to understand their goals and objectives and how our services can best support those needs. We are focused on creating excellent customer experiences by providing services that combine technology, systems and processes to support this goal.

We have a team of talented and committed individuals, who at a practical level design, build, operate & maintain a technology infrastructure capable of meeting the School's needs today and into the future. Establishes appropriate policy and supports the whole community in their use of the technology services we provide. Ensures that the whole community is kept safe from security risks and threats and that appropriate plans are in place to ensure business continuity in the event of a major incident. Ensures we are compliant with all our contractual obligations and regulatory requirements. Assures the quality of technology developments meets the highest of standards and appropriately prepares the business for the successful adoption and imbedding of technology.

Job Purpose

This will be a varied and interesting role responsible for project delivery alongside end user and Microsoft 365 tool support and maintenance activity.

Intune > You will be responsible for the design, configuration and build of LBS provided devices. Creation and management of group profiles and policies. You will maintain the current SCCM environment while completing the migration to Intune. You will be responsible for ensuring that installed software is approved and regularly updated. You will have in-depth knowledge of Intune and will automate and streamline device deployment and management.

Print services > You will work with the Infrastructure Architect and stakeholders to assess and design a SAAS printing solution for the School. You will work with the selected 3rd party provider to plan and implement a new evergreen solution. Ensuring stakeholders and users are kept updated throughout as the school community is heavily reliant on printing.

Virtual Machines > You will work with the Infrastructure Architect to design scalable, evergreen, virtual desktop solutions to address requirements for students, staff and contractors.

M365 Admin > You will champion M365 based technology, solutions and services, be customer centric, focused on continually improving customers' experience ensuring safe, simple access to the applications, tools and resources they need. Working with the Info Sec team to plan and implement security features and services included in staff A5 licences.

Automation > You will identify and implement automation for repeatable tasks and actions to improve consistency and efficiency.

Troubleshooting > you will act as a technical escalation point for the engineers. Assisting with troubleshooting and resolving complex managed device issues.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.

Partnering and Service Delivery

- Partner with relevant areas of the School to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Work to optimise support processes and procedures, looking for opportunities to turn reactive call handling into pro-active service delivery
- Propose strategies for governance and best practice within compliance guidelines
- Maintain and support the existing legacy SCCM environment and solutions throughout the migration to Microsoft Intune.
- Responsibility for Microsoft Intune/Autopilot environment including device enrolment, implementing, and configuring auto provisioning scenarios, configuring profiles, managing device access and compliance, application management and managing security.
- Responsibility for Dell Support Assist environment including device enrolment, firmware monitoring and upgrades and asset management.
- Enhance forward-looking standards and solutions using Intune and Dell Support Assist to simplify deployment of windows, security, and third-party updates in timely manner to all LBS managed devices including on-prem, cloud-based as well as remote internet-based.
- Ensuring compliance and security standards across managed devices.
- Create and maintain planning and implementation documentation.

- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Professional qualification or equivalent experience.
- Experience in creating and maintaining planning, design, and implementation documentation.
- Experience working directly with customers and stakeholders.
- Experience managing the delivery of hardware and software rollouts.
- Experience with Windows Autopilot as a modern OS deployment solution with strong understanding of the mechanics and processes for developing end-to-end provisioning processes through MS Intune including images, software deployment, and patching.
- Good understanding of technical architecture for M365 services and their implementations.
- Experience supporting Windows and Mac OS environments.
- Excellent communication skills with the ability to engage a variety of audiences.
- Knowledge of network security practices and anti-virus programs
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience in effectively managing external suppliers/contractors.

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| Staff | |
| Budgets | |
| Date Updated | |