

JOB DESCRIPTION

Job Title	2nd Line Support Engineer		
Reports to	Service Desk Manager		
Department	Technology		
Job Family	Business Services	Level	3

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 Department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, Business Change and Enterprise Architecture.

Job Purpose

The 2nd Line Support Engineer role provides specialist technical support across end-user computing (EUC), applications and core user platforms, acting as an escalation point for the Service Desk and contributing to the reliable operation of technology services across London Business School.

The role has responsibility for device lifecycle management across Windows, MacOS, Android and mobile devices. This includes application deployment, troubleshooting patch and asset management. 2nd Line engineers provide support and administration across identity and collaboration platforms including Microsoft products, email platforms and other business applications. The post holder works within established standards and processes, escalating complex or high-risk issues where appropriate to internal specialist teams and relevant third-party suppliers.

Acting as a key escalation point for the Service Desk, the post holder resolves more complex technical issues, ensures systems are maintained in line with standards, and contributes to the stability, security and continuous improvement of technology services.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Act as a 2nd line escalation point for incidents and service requests raised via the Service Desk.
- Diagnose, troubleshoot and resolve complex technical issues across EUC, applications and user platforms.
- Ensure incidents and requests are progressed and resolved in line with agreed service levels and processes.
- Build, configure and support staff end-user devices across Windows, macOS, Android and mobile platforms.
- Manage device provisioning, refresh, replacement and decommissioning activities.
- Administer and support Mobile Device Management (MDM) solutions.
- Provide basic administration of Microsoft Teams and SharePoint environments.
- Support application deployment, configuration and troubleshooting.
- Investigate and resolve application-related incidents, including performance and compatibility issues.
- Allocate and manage software licences in line with agreed policies.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

- Assist with stock control and lifecycle tracking. Maintain accurate asset records for devices and related equipment.

Compliance

- Manage Entra ID group membership and access assignments in accordance with defined procedures and policies.
- Ensure devices are configured, patched and maintained in line with security and operational standards.
- Support software updates, application patching and version control.
- Monitor and support backup processes for end-user and application environments where applicable.
- Identify and report security, compliance or configuration issues.
- Support audits and reporting related to hardware assets and software licences.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Escalate unresolved or high-risk issues to third-line, third-party or security teams where appropriate.
- Work closely with Service Desk colleagues, infrastructure teams and third-party suppliers.
- Communicate technical information clearly to non-technical users.
- Provide guidance and knowledge sharing to 1st line colleagues to support effective issue resolution.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Create and maintain technical documentation, procedures and knowledge base articles.
- Identify opportunities to improve support processes, automation and service efficiency.

- Contribute to service improvement initiatives and small technical projects.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Timely and effective resolution of 2nd line incidents and service requests in line with defined SLA's.
- Reduction in recurring device and application issues.
- Accuracy of asset, licence and configuration records.
- Compliance with patching, security and operational standards.
- Quality and currency of technical documentation.
- Positive feedback from Service Desk colleagues and end users.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Degree-level qualification or equivalent practical experience.
- Demonstrable experience in a 2nd line IT or EUC support role.
- Strong working knowledge of Windows, macOS and mobile platforms.
- Proven experience administering Microsoft Intune for device management, configuration and compliance.
- Experience supporting Microsoft 365 services, including Teams, SharePoint and Entra ID.
- Experience with MDM solutions and device lifecycle management.
- Experience supporting Microsoft 365 services, including Teams, SharePoint and Entra ID.
- Experience troubleshooting business applications and managing software deployments.
- Strong analytical and problem-solving skills.
- Good communication skills and a customer-focused approach.
- Good project management skills.
- Budget management experience
- Microsoft Certified: Endpoint Administrator Associate (MD-102) (or previous Microsoft Intune / Modern Desktop equivalent)
- Microsoft Certified: Microsoft 365 Administrator (MS-102) (or equivalent Microsoft 365 certification)

Staff	N/A
Budgets	N/A
Date Updated	26/03/26