



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Identity and Access Management Analyst

Department/Division: Data & Technology Services **Accountable to:** Head of IAM

Job Summary

Responsible for the development, maintenance and support of Identity and Access Management (IAM) systems within Data and Technology Services (DTS). Working closely with the wider Cyber Security team, Business Led Technology units and Platforms to assist in making LSE a more 24/7 and 365 day a year university.

The role will be responsible for supporting the delivery of services including but not restricted to:-

- Oversight LSE's central user identity records as relating to account provisioning processes.
- Oversight of account provisioning processes for staff and students from integrations with the HR and SRS systems.
- Oversight of account provisioning processes for non-SRS student cohorts.
- Oversight of DTS tools for account provisioning.

All members of the Data and Technology team will be driving the services to be delivered in a more optimised and utility fashion, freeing up internal resources to focus on adding value to the rest of the LSE. This role is no exception and will be expected to drive for a shift left approach through use of trusted third parties for utility activity.

The role will also contribute to the delivery of operational projects as determined by the infrastructure maintenance plan and will contribute to the reviewing and updating of this plan and will engage in resource mapping exercises to ensure the total cost of services is accurately reflected.



Duties and Responsibilities

Operations

- Ensure all Identity and Access Management (IAM) services are maintained and monitored against agreed service standards.
- Provide 3rd Line support functions for IAM services.
- Provide 3rd Line support functions for authentication services.
- Design and develop appropriate business continuity arrangements working with partners and internal staff to agreed business continuity standards.
- Work with third parties to assist with the delivery of managed services within DTS.
- Brokering the delivery of IAM services to projects and programmes including supporting transition to live.
- Deliver optimised deployment of our standard Commercial Off-the-Shelf (COTS) software ensuring the service is as automated as possible and reducing unnecessary complexity.
- Maintenance and support of the full development environments for IAM solutions including training, testing and pre-prod and ensuring security standards are met.
- Ensure security and maintenance standards are adhered to including patching standards and acting as the first line of defence on security operations on IAM servers and storage.
- Manage updated reference documentation such as schematics, technical guidelines, operational standards and details of IT assets.
- Contribute to process optimisation and efficiency

Communication

- To convey relevant technical and operational information to team colleagues and operational managers as required.
- To adequately document server and systems configuration to comply with relevant Data and Technology Services and LSE policies, and/or other regulatory, compliance and disaster recovery best practice.
- To compile and present service performance statistics and reports for server-based systems.

Teamwork and Motivation

- To work as part of the IAM Team within Cyber Security, supporting other team members and liaising closely with other Data and Technology Services colleagues.
- To act as a member and support the needs of project teams, as determined by the Head of Identity and Access Management.

Liaison and networking

- To build and maintain working relationships with colleagues in Data and Technology Services and other departments for the mutual exchange of information, the delivery of IT infrastructure services and projects, and for the rectification of faults.
- To communicate and liaise with external support providers, consultants, maintainers, and community peers to obtain high quality provision of equipment, services and information relating to the delivery of Data and Technology services to the School.



Service Delivery

- Oversight and maintenance of LSE's central identity records as relating to account provisioning for staff and student network login accounts.
- Development, operation and oversight of account provisioning processes for staff liaising with colleagues in HR and academic departments as appropriate.
- Development, operation and oversight of account provisioning processes for students, liaising with SRS colleagues in ARD and academic departments as appropriate.
- Operation and oversight of account provisioning processes for non-SRS student cohorts including account creation and activation, liaising with stakeholders such as the CBO and academic course administrators.
- Development and maintenance of DTS tools for creating user identity records and for account provisioning by DTS support staff.
- Design, specification and installation of server equipment and application processes, to support the needs of the operational plan.
- To provide technical support, troubleshooting/fault-resolution and/or escalation as necessary, to provide a high quality IAM service, as defined in published service levels, ensuring that all calls are appropriately logged.
- To respond to and track progress of all support calls in the call logging/ITSM system, and to keep users apprised of progress when requests for assistance cannot be resolved within the defined resolution times.
- To provide cover for and assist other systems team personnel with their work, when required.

Planning and Organisation

- To implement and administer effective operational and monitoring procedures and processes to ensure a very high degree of stability, availability and performance, as directed by the Head of Identity and Access Management.
- Contribute to the evaluation, planning and implementation of future IAM services.

Initiative and Problem Solving

- Through contacts in other departments develop and maintain an awareness of projects and activities across the School that require and/or impact upon the delivery of IAM services.
- To anticipate problems which would seriously compromise the success of business critical IT services and to take the initiative to identify and present potential solutions to the Head of Identity Management and team colleagues.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and



economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.