



Job Description | IT Endpoint Administrator, Americas

We are seeking a passionate IT Endpoint Administrator to join our growing team.

1. ABOUT ELTEMATE

We are ELTEMATE, a Hogan Lovells Cadwalader Legal Tech Company. Our goal is to make clients' lives easier by delivering practical solutions to everyday problems. We combine a deep understanding of our clients' legal needs with the speed and innovation of a technology start-up. Our portfolio covers a large spectrum of legal tech solutions including artificial intelligence, eDiscovery, information analysis, regulatory updates, databases, deal rooms, workflow management, case management, document automation, risk assessment, reporting, and apps.

2. ROLE DESCRIPTION

We are looking for an IT Endpoint Administrator to help build internal IT that scales with the business. This is a hands-on role for someone who enjoys owning day-to-day IT operations while also improving the systems, processes, and standards behind them. You will play a key role in making the employee IT experience reliable, secure, and scalable across onboarding, endpoint management, access, Microsoft 365, and support.

You will be the main point of contact for end-user support in the Americas, with responsibility across onboarding and offboarding, device lifecycle and logistics, endpoint security, access management, Microsoft 365 administration, and process improvement.

The role offers a balanced mix of operational support and improvement work, making it a strong fit for someone who likes solving immediate problems while also building better ways of working. You will be the third employee in the IT team, working closely with the IT Administrator and IT Endpoint Administrator. The environment is lean, fast-moving, and collaborative, with a high level of ownership and trust.

ELTEMATE is also taking ownership of its Microsoft 365 environment and moving all employees onto ELTEMATE-managed Macs as part of a wider infrastructure separation programme. You will help deliver this work and support the environment once it is in place.

We value people who are practical, adaptable, documentation-minded, and comfortable creating structure where it does not yet fully exist.

3. **WHAT SUCCESS LOOKS LIKE**

In the first 6-12 months, success in this role will include:

- Helping ensure new hires across the Americas have a smooth and well-prepared onboarding experience from day one.
- Supporting the migration to ELTEMATE's own Microsoft 365 environment and helping establish reliable day-to-day administration.
- Improving automated device enrollment and zero-touch setup flows across departments.
- Establishing reliable Mac purchasing, stock, shipping, replacement, return, and repair processes across the Americas.
- Contributing to well-defined endpoint configurations, including department-specific applications, baseline security controls, access templates and application self-service buildout.
- Reducing manual work through scripting, automation, and better process design.
- Strengthening documentation, standardization, and day-to-day operational maturity across internal IT.

4. **DUTIES AND RESPONSIBILITIES**

- Provide day-to-day IT support to end users across the Americas, both onsite and remote, including triage, troubleshooting, resolution, and follow-up.
- Deliver a reliable onboarding and offboarding experience, including device setup, account provisioning and deprovisioning, access changes, and equipment logistics.
- Administer Microsoft 365, including Exchange Online, Teams, SharePoint, OneDrive, licensing, mail flow, and user settings.
- Support Microsoft 365 migration activities, including testing, user preparation, issue resolution, and post-migration support.
- Support identity and access administration in Microsoft Entra ID, including users, groups, joiner/mover/leaver processes, MFA, Conditional Access, SSO, and access hygiene.
- Manage the endpoint fleet in Jamf Pro, including Automated Device Enrollment, configuration profiles, policies, application deployment, patching, and compliance.
- Help design and improve standardized endpoint setups across teams, including zero-touch deployment and self-service experiences.
- Manage Jamf Protect and support endpoint security operations, including alert review, basic investigations, response playbooks, and escalation where needed.
- Manage Jamf Security Cloud and support end users with network security and ZTNA-related connectivity or access issues.
- Handle device lifecycle management end to end across the Americas, including procurement through Apple Business Manager, regional stock, asset tracking in InvGate, shipping, repairs, replacements, returns, and secure decommissioning.
- Support light SaaS administration and provisioning activities, including helping improve access standardization and automation such as SCIM where appropriate.
- Troubleshoot hardware and workplace technology issues, including printers, peripherals, conferencing, and office equipment.
- Support basic network troubleshooting across offices and remote users, including Wi-Fi, VPN, DNS/DHCP, and vendor coordination as needed.
- Create and maintain accurate documentation, runbooks, and repeatable operating procedures.
- Contribute to tooling, process, and operational improvements as the IT function continues to grow.

5. REQUIRED EXPERIENCE, KNOWLEDGE AND SKILLS

- 5+ years of experience in IT support, IT operations, systems administration, endpoint administration, or a similar internal IT role.
- Hands-on experience administering Microsoft 365 in a business environment, including Exchange Online, Teams, SharePoint, OneDrive, and licensing.
- Experience with Microsoft Entra ID, including user and group administration, MFA, Conditional Access, SSO, and application access.
- Strong troubleshooting skills across endpoints, SaaS tools, identity, Microsoft 365, and common office hardware.
- Experience with macOS administration and Jamf, or experience with Windows endpoint administration such as Intune.
- Experience delivering onboarding and offboarding, including account provisioning, access changes, device deployment, and equipment logistics.
- Working knowledge of networking fundamentals such as TCP/IP, DNS, Wi-Fi, and VPN, with the ability to troubleshoot common user and office connectivity issues.
- Familiarity with endpoint security best practices, including encryption, patching, secure configuration, and basic incident triage.
- Ability to use scripting or automation tools such as Bash, PowerShell, or Python to improve operational efficiency.
- A practical, hands-on approach and the ability to work effectively in a fast-changing environment.
- Strong prioritization skills and comfort working with a mix of structured tasks and evolving needs.
- A documentation-oriented mindset and the ability to turn ad hoc work into repeatable processes.

6. PREFERRED EXPERIENCE, KNOWLEDGE AND SKILLS

- Experience supporting a Microsoft 365 tenant migration or other large user migration.
- Experience supporting software engineers or other technical Mac users.
- Experience with Apple Business Manager and device procurement or logistics in the United States.
- Relevant Microsoft certifications are a plus, although practical experience matters more.
- Experience with Atlassian tools such as Jira, Confluence, and Bitbucket is a plus, as these are widely used across our Engineering and IT environments.
- Experience helping build or mature internal IT processes in a growing company, including turning manual or loosely defined ways of working into reliable, well-documented operations.
- Experience working in a lean IT environment where ownership is broad and priorities can shift quickly.
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7. WHY JOIN US?

- You will have real ownership in a small and growing IT function.
- You will have the opportunity to shape processes and improve how internal IT operates as the company grows.
- You will work with a modern endpoint, identity, and Microsoft 365 environment rather than a heavily legacy environment.
- Your work will have visible impact on both employee experience and operational maturity.

8. **OTHER DETAILS**

- Full-time role.
- Equipment provided: MacBook Pro and iPhone for work use.
- Located in the United States and supporting employees across the Americas.
- Competitive compensation, tailored to your experience, qualifications, and location.

9. **DISCLAIMER**

ELTEMATE is an equal employment opportunity employer and does not discriminate against any employee or applicant on the basis of race, color, religion, gender, national origin, age, sex, disability, veteran status, marital status, sexual orientation, gender identity, or any other characteristic protected by law.

Research shows that women and people from underrepresented groups often only apply for jobs if they meet 100% of the qualifications. If you are passionate about this role and meet most of our requirements, we encourage you to apply anyway! You may be exactly the person we are looking for.

If you are interested, please get in touch with us at HR@eltemate.com. We look forward to meeting you.