Job Description | IT Endpoint Administrator

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

1.   **ABOUT ELTEMATE**

We are ELTEMATE – A Hogan Lovells 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, and support.

You will be the main point of contact for end-user support and operational endpoint administration, with responsibility across onboarding and offboarding, device lifecycle, endpoint security, access management, 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 second employee in the IT team, working closely with the IT Administrator. The environment is lean, fast-moving, and collaborative, with a high level of ownership and trust.

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

3.   **WHAT SUCCES LOOKS LIKE**

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

- Helping ensure new hires have a smooth and well-prepared onboarding experience from day one.

- Improving automated device enrolment and zero-touch deployment, as well as standard device setup flows across departments, both within Windows and macOS environments.

- 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, 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.

- 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.

- Support identity and access administration, including joiner/mover/leaver processes, MFA, and access hygiene.

- Handle device lifecycle management end to end, including procurement through Apple Business Manager, asset tracking in InvGate, repairs, replacements, 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**

- 3+ years of experience in IT support, endpoint administration, or a similar internal IT role.

- Strong troubleshooting skills across endpoints, SaaS tools, and common office hardware.

- Experience with macOS administration and Jamf, or experience with Windows endpoint administration (Intune).

- Good understanding of identity and access management concepts, including provisioning, offboarding, MFA, and least-privilege access.

- 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.

- Proficiency in English, both written and spoken.

6. **PREFERRED EXPERIENCE, KNOWLEDGE AND SKILLS**

- Experience with Microsoft 365 and Entra ID is a plus, especially if certified.

- 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.

7. **WHY JOIN US?**

- You will have real ownership in a small and growing IT function in a growing, dynamic environment.

- 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 management stack 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.

- Hybrid working model, typically 3 days per week in the office, with flexibility around team and business needs.

- Located preferably in Amsterdam; other locations within Europe including London, Munich, Berlin, and Hamburg are possible.

- Mostly business-hours role with no regular on-call requirement.

- Competitive compensation, tailored to your experience and qualifications.

9.   **DISCLAIMER**

ELTEMATE is an equal employment opportunity employer and does not discriminate against any employee or applicant for employment 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.