

Tier 1 Apple Engineer

Job Specification



About the role:

Academia is currently seeking to recruit new members of staff to strengthen the Technical Services Team. As a member of the team, the emphasis will be on providing high quality technical solutions and support. You will also take responsibility for ticket ownership and follow up, and provide higher tier support, job co-ordination and document scope of works to other members of the team. This role has been created to support the rapid expansion of the company and would suit a highly competent individual with strong communication and technical skills. This is a full time permanent opportunity and is offering an immediate start.

The ideal candidate will have a solid technical background in Apple technical support, application packaging, and troubleshooting. You will be required to provide a satisfactory DBS certificate.

You will be responsible for:

- MDM solution administration, especially Jamf Pro and Jamf School
- Apple Mac application packaging
- Customer service both internally and externally
- Desktop troubleshooting
- ISO 9001 & 27001 procedure documentation
- You will be trained and introduced to modern Apple device management methods and integration with other platforms

Key Skills:

- Knowledge of other (non Apple) technologies such as Office365, networking
- Knowledge of AutoTask helpdesk
- Detail oriented and organised
- Have an ability to work independently, autonomously and take initiative
- Have the ability to multi-task and proactively manage various issues and conflicting priorities
- Have strong and effective written and verbal communication skills
- The ability to demonstrate on-going interest to learn and understand new areas in the I.T industry

Knowledge and/or certification of any of the following:

- Apple MDM's (Especially Jamf Pro or Jamf School)
- Apple Desktop technical support
- ACSP / ACT
- MDS (Mac Deploy Stick)
- Thin Imaging workflows
- Jamf Composer
- Jamf School

- Jamf Now
- Apple Classroom
- AutoTask
- Apple School Manager
- Apple Business Manager
- Apple Device Enrolment
- Volume Purchase Program
- Apple security technologies such as FileVault2, T2

Why Academia?

Academia Group is a fast growing, highly accredited, award-winning group of technology companies with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training and managed service solutions to both public and private sectors.

Established in 2003, we employ 100 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £70m. Our growing customer base means we have now worked with every single university in the UK. Furthermore, as Ranked #1 supplier on many national frameworks, we are growing our provision more so to strengthen our position. We partner with the world's leading technology manufacturers and have the accreditations, certifications and awards to demonstrate our expertise and ability.

Benefits

- Gym Membership contribution
- Health Cash Plan
- Flexible working hours
- free half day annual leave on your birthday
- Life Insurance
- And much more...