About the role:

Academia is currently seeking to recruit a **Senior Apple Jamf Engineer** to strengthen the Technical Services Team. As a member of the team, the emphasis will be on providing high quality technical solutions & 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 & technical skills to undertake the following duties:

- Jamf Pro MDM solution management and implementation in a Higher Education Media environment.
- Multiplatform integration
- Solutions development
- Deployment Automation
- ISO 9001 & 27001 procedure documentation

Please note; the successful applicant may be subject to an enhanced DBS check.

You will be responsible for:

- Jamf solutions architecture, design, implementation, documentation and training.
- Tier 3 escalation support to the wider Apple helpdesk team.
- Maintenance of OS and software patching for Jamf/Apple MSP customer estates.
- Software packaging for a range of applications from basic to complex
- Implementation of security best practices across all environments
- Documentation of processes and projects to a range of audiences of differing technical abilities

Key Skills:

- Strong attention to detail and excellent organisational skills
- Ability to work independently, exercise sound judgment, and take initiative
- Capable of managing multiple tasks and proactively addressing challenges
- Excellent time management, written, and verbal communication skills
- Commitment to delivering high-quality work with exceptional standards
- Demonstrated enthusiasm for continuous learning and staying current with developments in the IT industry
- Solid technical expertise in Apple technologies, scripting, and deployment methodologies

Technical Knowledge and Certifications (Desirable):

- **Jamf Pro** (Jamf 300 certification or higher preferred)
- **Jamf Connect**
- **Microsoft Entra ID**
- **Apple Certifications** (ACSP / ACTC)
- Thin imaging workflows
- Apple Classroom
- AutoTask
- Apple School Manager
- Apple Business Manager
- Apple Device Enrollment
- Volume Purchase Program (VPP)
- Apple security technologies (e.g., FileVault 2, T2 Security Chip)

Why Academia?

Academia is an innovative and rapidly expanding technology company on a mission to transform IT services for large public and private sector customers. We're not just a supplier; we're a trusted partner for thousands of clients.

Our ethos is simple, if we can provide great technology and make it work, we will empower our customers to optimise their investment in technology. Your IT success is our business.

Building a strong reputation over 20 years as a top-tier provider of IT solutions and services, the company has sustained double-digit growth, with revenues exceeding £150 million in FY24. We have picked up prestigious industry awards along the way, including the highly prized CRN reseller of the year award.

Backed by Strive Capital, which has provided strong financial and strategic support since 2020, Academia is well-equipped to continue expanding into new areas. Our dedicated lifecycle division, launched to meet the growing demand for sustainable IT solutions, reinforces our commitment to reducing environmental impact while supporting the full lifecycle of our technology.

Our culture is built on teamwork, innovation, integrity, ambition, and a commitment to delivering excellent customer service. With ambitious growth plans and a supportive, collaborative environment, Academia is a fantastic place for professionals eager to make an impact. Join us and become part of one of the UK's most exciting tech success stories.

Benefits:

- Gym membership contribution
- Health Cash Plan
- Increased annual leave with length of service
- Free annual leave on your birthday
- Length of service bonus
- Flexible working hours
- Hybrid working
- Free Will Writing service
- Borrow my doggie membership

- Life Insurance
- Wellbeing Days