

# Tier 2 Apple Jamf Support Engineer

## Location – Hemel Hempstead/ Hybrid



### About the role:

Are you passionate about Apple technologies and delivering top-tier technical support? **Academia** is excited to welcome a **Tier 2 Apple Jamf Support Engineer** to our growing onsite support team in **Hemel Hempstead**.

In this dynamic role, you'll play a key part in delivering high-quality technical solutions and support to our clients. You'll take full ownership of support tickets, ensuring timely follow-up and resolution, while working closely with a collaborative and forward-thinking team.

This position has been created to support our company's rapid growth and is ideal for a skilled, motivated professional with strong communication and technical expertise. If you're ready to take the next step in your IT career and thrive in a fast-paced, customer-focused environment, we'd love to hear from you. Duties to include:

- Jamf Pro MDM solution management and implementation in a Higher Education Media environment.
- Application packaging
- Exceptional communication skills
- Deployment Automation
- ISO 9001 & 27001 procedure documentation

***\*Please note: the successful applicant may be subject to an enhanced DBS check.***

### Responsibilities:

- Jamf solutions architecture, design, implementation, documentation and training.
- 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 Qualifications:

- Hold a Jamf 200 and/or Jamf 240 certification or higher
- Have hands-on experience managing Apple devices in educational and/or media environments
- Are customer-focused, with a strong commitment to service excellence
- Demonstrate strong attention to detail and excellent organisational skills
- Thrive when working independently, with the ability to take initiative and make informed decisions
- Are capable of managing multiple tasks and proactively resolving issues

- Possess excellent time management, written, and verbal communication skills
- Consistently deliver work to exceptionally high standards
- Have a solid foundation in Apple technologies, scripting, and deployment practices

## **Preferred Technical Knowledge and Certifications**

**Proficiency and/or certification in one or more of the following areas is highly desirable:**

- Jamf Pro (Jamf 200 certification or higher preferred)
- Jamf School
- Jamf Connect
- Microsoft Entra ID
- Apple Certifications (ACSP / ACTC)
- Thin imaging workflows
- Apple Classroom
- AutoTask
- Apple School Manager
- Apple Business Manager
- Apple Device Enrolment
- 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 are not just a supplier; we are 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 formidable 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
- ... And much more!