UNIVERSITY OF WARWICK

Job Description

Job title	Apple Platform Engineer
Department	IDG
Grade	FA7

Job purpose (a brief summary of the role)	The Apple Platform Engineer is the senior technical and operational authority for the University's managed Apple estate. The role owns the engineering, governance, security and continual development of Apple platforms used across teaching, research and professional services. It provides technical direction to End User Device Specialists and other support teams, translating institutional requirements into scalable, supportable and secure platform capabilities. The role has end-to-end responsibility for managed Apple services supporting staff devices, student work areas, laboratories, loan, travel and outreach use cases. It establishes the technical standards, patterns and controls that govern how Apple devices are procured, enrolled, configured, secured, supported, upgraded and retired. As the lead engineer and subject matter expert, the post-holder is responsible for updating the Apple technical roadmap and engineering standards, evaluating emerging technology and prioritises a rolling programme of improvement in partnership with the Product Manager. The role integrates Apple services with the wider identity, security, network, endpoint and service-management ecosystem. The post-holder leads and develops the Apple team and provides authoritative technical guidance, quality assurance and escalation support to End User Device Specialists. They define the work that can be delegated, assure delivery outcomes and retain accountability for platform-level design and risk decisions. The role leads major Apple initiatives and represents the platform in university governance, architecture and change forums. It ensures compliance with data protection, Cyber Essentials and University security policies while enabling effective teaching, research and professional services.
Duties and responsibilities	**Platform ownership, architecture and engineering:** 1. Own the technical design, architecture, engineering standards and lifecycle roadmap for the managed Apple platform, covering macOS, iOS and iPadOS services across professional services, teaching, research and specialist use cases. 2. Lead the design, configuration and continual improvement of Jamf Pro, Jamf Connect, Jamf Protect and associated Apple management capabilities, including automated enrolment, application delivery, configuration, patching, compliance and device retirement. 3. Define integration patterns with Entra ID, Microsoft Intune, identity, networking, security, certificate, monitoring and IT service-management services. Evaluate replacement or complementary technologies and make evidence-based recommendations.

	Technical leadership and service management: Provide technical leadership and set standards for colleagues across multiple IT teams who contribute to Apple service delivery, ensuring consistency of implementation and support practices. 1. Own platform health, capacity, service risks, technical debt, documentation and support readiness. Lead root-cause analysis and coordinate recovery for major incidents affecting Apple services. 2. Work with the End User Devices Product Manager to shape and prioritise the backlog, define measurable outcomes and maintain a rolling 12-month delivery plan aligned to the longer-term platform roadmap. **Security, compliance and governance:** 1. Own the technical controls required to meet University security policies, data-protection obligations and Cyber Essentials requirements. Manage vulnerability remediation, encryption, privileged access, compliance reporting and secure configuration baselines. 2. Author and approve technical change proposals (RFC's), architecture decisions with the Solution Architects and Product Manager, operating standards and exception assessments with Security and Compliance teams. Represent the platform at change, architecture, security and major-incident forums. 3. Maintain auditable technical documentation, runbooks, knowledge articles and support models, ensuring operational teams can deliver consistent services within clearly defined controls. 4. Ensure processes are managed and maintained, with regular re-evaluation to support fit for business purpose readiness. **Stakeholder, supplier and financial management:** 1. Engage faculties, departments, researchers, teaching teams and professional services to understand complex requirements and translate them into sustainable platform capabilities. 2. Lead technical engagement with Apple, Jamf and other suppliers, challenge proposals, manage escalations and inform procurement and contract decisions. 3. Forecast licensing, hardware and service costs; contribute to annual and five-year financial planning; and ensure proposed investment is proportionate, supportable and aligned to the product roadmap. Highlight cost savings and efficiencies.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Degree level or equivalent expert technical knowledge and experience using MDM technologies, Jamf products in a higher education environment	A & C
E2	Version 11 Jamf 200 Qualification	A & C
E3	Substantial experience designing, engineering and operating Apple management services at enterprise or higher education scale, including accountability for service architecture, security and lifecycle decisions.	A & C
E4	Experience leading technical specialists, setting standards, assuring delivery and acting as an escalation point for complex incidents and problems.	A & C
E5	Expert knowledge of Apple platform engineering, including macOS, iOS, iPadOS, Apple School/Business Manager, automated device enrolment, configuration profiles, application deployment, patching and lifecycle management.	A & C
E6	Expert knowledge of Jamf Pro and strong working knowledge of Jamf Connect and Jamf Protect, or equivalent enterprise Apple management and security tooling.	A & C
E7	Strong knowledge of identity, authentication, certificates, networking, endpoint security, encryption, compliance and integration with Microsoft Entra ID and Intune.	A & C
E8	Ability to define technical architecture, engineering standards, support models and risk-based controls for a business-critical platform.	A & C
E9	Strong service-management capability, including change, incident, problem, vulnerability, configuration and supplier management.	A & C
E10	Excellent analytical, planning and decision-making skills, with the ability to balance user outcomes, security, cost, technical debt and operational sustainability.	A & C
E11	Excellent written and verbal communication skills, including the ability to explain complex technical matters to senior stakeholders and non-technical audiences.	A,B & C
E12	Experience of automation and scripting for Apple services, for example using shell scripting, APIs and configuration-as-code approaches.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Degree in Computer Science or relevant subject or Jamf v11 Qualifications up to and including Jamf 300	A & C
D2	Experience developing multi-year platform roadmaps, prioritised backlogs and business cases for technology investment.	A & C
D3	Experience working in a large, complex or higher-education environment with diverse teaching, research and corporate requirements.	A & C
D4	Knowledge and experience of working with multi-user shared devices	A & C