UNIVERSITY OF WARWICK

Job Description

Job title	End User Device Specialist (Apple)
Department	IDG
Grade	FA6

Job purpose (a brief summary of the role)	The principal purpose of this role is to provide expert Apple systems administration for the University's macOS, iPadOS and iOS endpoint estate. The role will design, implement, maintain and continually improve secure, reliable and supportable endpoint services across on-premises infrastructure and cloud platforms. Scripting and automation will be used to standardise configuration, software deployment, patching, monitoring and remediation. Working with minimal supervision, the postholder will take ownership of complex technical issues, contribute to projects and service improvements, maintain accurate technical documentation, and work collaboratively with colleagues and stakeholders to support teaching, research and professional services. The role will work across operational support and project delivery, acting as an Apple Endpoint and management systems SME (Subject Matter Expert) applying appropriate technical standards and University policies to ensure that services remain stable, secure and available. The postholder will resolve incidents promptly, address technical risks, deliver agreed actions to time and quality, and select proportionate solutions that meet institutional requirements. The postholder will also support our other technology services used across teaching, research and professional services, these include our Windows and Linux end user devices and services. Solutions will follow a cloud-preferred approach where appropriate, while recognising the need to support both on-premises and cloud-hosted services.
Duties and responsibilities	**Working on IT tasks:** ▪ Responding to escalated requests and incidents with professionalism and timeliness. ▪ Communicating positively with users / customers, avoiding technical jargon. ▪ Resolving technically complex challenges, working as a trusted partner. ▪ Applying expertise to issues, implementing resolutions and escalation of problems or incidents. ▪ Documenting solutions clearly and accurately. ▪ Responsible for ensuring confidentiality, integrity, and availability for data. ▪ Following information security and data management policies ensuring, least privilege and information assurance. ▪ Monitoring of systems and reacting to alerts and abnormal behaviour.

	Improving IT outputs: ▪ Identifying repeating or common issues, proposing, and implementing solutions to root cause fixes. ▪ Maintain and develop professional knowledge through continual learning, technical research and awareness of emerging technologies. ▪ Contribute to continual service improvement through technical innovation, automation and process optimisation. ▪ Recommending Change Requests and preparing change documentation, representing Change at Change Advisory Board. ▪ Support managing risks around Lifecycle management of systems and services supported by the team. ▪ Supporting Capacity and forecasting, to inform the 5-year planning cycle ensuring services are fit for purpose. ▪ Promote standardised solutions, with a view to optimise and expand services where appropriate. **Specialist Technical Expertise:** ▪ Provide advanced technical expertise. Act as a subject matter expert for Apple endpoints, including operating system configuration, packaging and software deployment, patching, lifecycle management, security hardening, identity integration, monitoring, troubleshooting and automation. ▪ Contribute and work with technical solutions, escalated technical problems, documentation, and improvement. ▪ Develop, test, document and maintain scripts and automation for software deployment, configuration, monitoring and remediation. Use Bash, Python, ZSH or any other appropriate technologies where required. ▪ Design and implement secure, scalable and supportable endpoint-management solutions, ensuring that automation, scripts and configurations are version controlled, reusable and aligned with organisational standards. ▪ Apply knowledge of Apple and Jamf administration in a large and complex higher education environment. ▪ Maintain knowledge of modern endpoint-management capabilities, including configuration management, identity integration, conditional access, zero-touch deployment and cloud-based management services.

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 experience	A & C
E2	ITIL Foundation V4	A & C
E3	Version 11 Jamf 200 Certification	A & C
E4	Experience within a similar role within a medium to large organisation	A & C
E5	Experience of providing technical solutions which are focused on business outcomes and customer requirements	A & C
E6	In depth technical knowledge of product and service provision to ensure quality and value drive support at all times	A & C
E7	Excellent problem-solving skills and ability to troubleshoot complex technical issues.	A & C
E8	Strong communication, and collaboration skills, with the ability to work effectively in a team environment and build positive working relationships	A & C
E9	Experience of software packaging, patching, application lifecycle management, and endpoint deployment technologies	A & C
E10	Developing and maintaining tailored OS system builds configured for specific workloads and application content.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	ITIL V3 Intermediate or ITIL 4 Specialist Module or higher, Version 11 Jamf 300 Certification and Apple Certified Technician	A & C
D2	Advanced proficiency in Apple and Jamf systems administration and associated tooling, including package management, operating system configuration, security, troubleshooting and automation	A & C
D3	Experience of working in large scale, complex technical environments	A & C
D4	Experience of project design processes to identify risks and escalate where required	A & C
D5	Familiarity with agile working practices and Jira	A & C