**Senior Apple Engineer**

**Job Specification**

**Hemel Hempstead**

# About the role:

Academia is currently seeking to recruit a **Senior Apple 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:

* MDM solution management and implementation [Especially Jamf Pro and Jamf School]
* Multiplatform integration
* Solutions development
* Deployment Automation
* ISO 9001 & 27001 procedure documentation

# 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:

* + 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
	+ Have excellent time management and written and verbal communication skills
	+ To be able to produce exceptional standards in quality of work
	+ Have an ability to demonstrate on-going interest to learn and understand new areas in the I.T. industry
	+ Have a solid technical background in Apple solutions, scripting, and deployment

In addition, the ideal candidate would also have knowledge &/or certification of any of the following:

* + Jamf Pro [ideally Jamf 300 certified or higher]
	+ Jamf Connect
	+ EntraID
	+ ACSP / ACTC
	+ MDS (Mac Deploy Stick)
	+ Thin imaging workflows
	+ 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 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
	+ … And much more!