JOB DESCRIPTION

TITLE

Apple/Mac Systems Engineer

JOB SUMMARY

The position is responsible for Integration and Server level administration and management of Apple/Mac systems. Primary emphasis is placed on building, deploying, and administering Apple/Mac server and system wide systems. Assists in the planning, maintaining, and implementing of Apple/Mac technologies. The position also responsible for recommending new procedures for Mac troubleshooting and maintenance, developing tools for administration and ensuring efficiency in Mac troubleshooting and installation of software and hardware. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Technology Denton

Supervises: May supervise student assistants and temporary staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides Integration and Server level administration of Apple/Mac Systems to Windows domain.
- Builds, deploys, and administers Apple/Mac server wide systems.
- Builds, packages, and administrates Mac OS and IOS devices through JAMF Pro.
- Troubleshoots, writes, and maintains BASH scripts.
- Troubleshoots Apple network and cloud related issues.
- Provides support for Apple School Manager (ASM), MDM, VPP, GSX, and AST.
- Assists in planning, maintaining, and implementing of Apple/Mac technologies Assists in planning, maintaining, and implementing of Apple/Mac technologies across campus
- Recommends new procedures for troubleshooting and maintenance.
- Provides training and documentation assistance for educating end users and Tier 0 and Tier 1 support staff.
- Supports Windows and Windows domain initiatives related to Apple/Mac.
- Develops tools for administering of Apple/Mac client systems.
- Builds base images and standardized software loads for Apple/Mac.
- Provides support and problem resolution for iOS integration of devices.
- Provides remote management solutions to Tier 1 support staff.
- Assists in planning, maintaining, and implementing Antivirus and Malware security on the Apple/Mac localized level.
- Assists with planning, testing, and implementing of Apple/Mac mail client applications, settings, and backup.
- Provides metrics to leadership on Apple/Mac use.
- Coordinates use of testing software for researching new products.
- Responds to emergency or on-call situations in a timely manner.

**ADDITIONAL DUTIES**

- Assists with functional support to end users for Apple/Mac technology.
- Assist Tier 1 with troubleshooting for Apple/Mac technology.
- Work as liaison with Apple/Mac vendors for hardware and software solutions.
- Assists STAR students when needed with basic troubleshooting methodologies Provides University or community-related services that may directly or indirectly impact institutional goals or initiatives.
- Performs other duties as requested.

**EDUCATION**

High school diploma or equivalent is required. Some college and technical short courses and seminars relating to computing preferred. Associate’s degree or Bachelor’s degree preferred. Apple Certified Macintosh Technician certification required. ITIL, HDI, and Security certifications preferred.

**EXPERIENCE**

Five years hands-on experience with administration and support for Mac server systems. Additional Apple/Mac certifications preferred. A combination of education or experience equivalent to a Bachelor in Computer Science, or a related field in technology preferred.

**REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.
KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Proficient in communication, both oral and written.
- Strong motivation and work ethic.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Knowledge of modern computing, networking, and communication systems.
- Advanced Mac Troubleshooting.
- Audio and Video applications on Apple/Mac.
- Apple/Mac Peripherals.
- Ability to organize, effectively work, conceptualize, and prioritize goals.
- Able to exercise independent judgement based on organizational policies and procedures.
- Understanding of server level application installation and troubleshooting.
- Setup and configuration of Apple/Mac systems.
- Advanced Apple/Mac troubleshooting and diagnostics.
- Software life cycle management.
- Documentation systems operations for knowledge management.
- Demonstrate ability in Audio and Video applications.
- Computer configuration modification, backup and restore.
- Working knowledge of Apple/Mac iCloud.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to engage in self-directed learning of new technology quickly and efficiently.
- Ability to maintain a positive track record of successful communication and problem-solving skills.
- Utilize Data Backup and Rescue, including Timemachine.
- Image preparation and deployment.
- Able to exercise independent judgement based on organizational policies and procedures.
- Strong customer service skills required.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.
WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ________________________  Date: __________________

Employee Printed Name: ______________________

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.