



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 12/16  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Apple/Mac Support Analyst

### **JOB SUMMARY**

The position is responsible for Tier 2 integration support and management of Apple/Mac systems. Primary emphasis is placed on building, deploying, and administering Apple/Mac system support across the university. 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 Tier 2 integration and service support for Apple/Mac Systems across the university.
- Builds, deploys, and administers Apple/Mac operating systems.
- Assists in planning, maintaining, and implementing of Apple/Mac technologies.
- 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**

Three 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 office equipment and personal computer including 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.

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**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*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.***