## Engineer, Apple Endpoint Computing

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0053569</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION</td>
<td>UOM 7 - $96,002 - $103,921 per annum (pro rata for part-time)</td>
</tr>
<tr>
<td>STANDARD/SALARY</td>
<td></td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
</tr>
<tr>
<td>WORKING HOURS</td>
<td>Full Time (1 FTE)</td>
</tr>
<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
</tr>
<tr>
<td>HOW TO APPLY</td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</td>
</tr>
</tbody>
</table>
| CONTACT FOR ENQUIRIES ONLY | Francesco Tedesco Tel +61 3 9035 5533 Email ftedesco@unimelb.edu.au  
*Please do not send your application to this contact* |
THE UNIVERSITY OF MELBOURNE
Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO
The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University’s budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

BUSINESS SERVICES
Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.
DIGITAL WORKPLACE TECHNOLOGY

The Digital Workplace Technology and Enterprise Service Management teams are positioned as grow and transform teams responsible for driving medium and long-term initiatives to expand existing capabilities as well as driving new capabilities.

These groups drive medium and long-term initiatives to deliver the ‘best experience tomorrow’ for staff and students with a focus on service ownership and innovation driven by deep client engagement.

The Digital Workplace Technology team has been formed through a confluence of the Client Computing team, Learning Space Services and the Strategy team using the Gartner model of Digital Workplace Technologies.

There are 3 teams within Digital Workplace Technology including; Microsoft endpoint computing, Collaboration endpoints and Apple and Linux endpoint computing. The team is responsible for the leadership and performance of digital workplace technology as an integrated suite of technologies designed to enhance the digital dexterity of the university’s staff and students.

The team and function within the Client Services cluster and has a clear work grouping orientation in the strategic lens and digital transformation domain.

The function manages the technical elements of the Digital Workplace Program of Infrastructure Services and the design and delivery of that service. In this way, the function bridges the grow and transformation domains for Digital Workplace Technology.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.
The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence.

ABOUT THE ROLE

Position Purpose:
To ensure the functionality and currency of the existing/new systems and associated infrastructure are maintained, developed and promoted to facilitate delivery of quality outcomes in line with Business Unit and division objectives.

To support project and operational teams by providing technical support and expertise throughout the lifecycle of projects and systems to ensure sound technical decisions are made with regards to the reliability, availability and manageability of new and existing Apple systems, so the service delivery (projects) and service management (operational) objectives are met effectively and efficiently.

To be aware of the benefits and performance of the technical domain within the Digital Workplace Program to University stakeholders and implement digital dexterity initiatives within your technical domain. Maintain and improve the organisational use, continuous improvement and related services catalogue of your technical domain.

The role will require a broad range of technical skills and understanding of the various infrastructures and applications used within the University and will provide thought leadership for the run teams of the Service and Support Centres.

The role acts as a Subject Matter Expert on the Apple Platform, providing expert analysis and hands on management of problems and projects. They will provide an expert technical knowledge of the various Apple technologies, scripting and automation, and the ability to apply these in a mixture of high-availability and specialist roles within a demanding environment.

Reporting line: Team Lead – Apple and Linux Endpoint Computing
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: 0 (indirectly in support of the Manager Digital Workspace Technology budget)
Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: University wide, all locations and budget divisions.
OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.
Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

• Implements initiatives that support the Digital Workplace Team's technology roadmap to your technical domain and its interaction with other digital workplace technologies.
• Supports monitoring of the external environment and assessment of emerging technologies to evaluate the potential impacts, threats and opportunities to the organisation. Contributes to the creation of reports, technology road mapping and the sharing of knowledge and insights.
• Take part in the continuous improvement of the technical services management practices, processes and systems designed to improve efficiency, capacity and availability, and realise high levels of client satisfaction.
• Provide technical expertise to team members, clients and other areas of infrastructure Services.
• Implement technical design activities that meet technology standards, in collaboration with the team leaders.
• Plan the maintenance of the infrastructure in accordance with industry best practices and operational configuration documentation.
• Define and monitor environment to ensure performance objectives, in accordance with yearly operational plan objectives
• Provide technical expertise to resolve complex problems impacting services.
• Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on supported systems.
• Accountability for self-development of skills relating to the technology and services and take part in the continuous improvement of operational processes and be aware of emerging technologies which may be utilised to enhance operational processes.
• Responsibility for mentoring and training of run team consultants with technical capabilities within the domain
• Recommend and execute modifications to supported systems to improve efficiency, reliability,
and performance.

- Meet compliance and quality assurance requirements, in line with the University's risk management framework including OH&S, legislation, statutes, regulations and policies.

**Selection Criteria:**

**Education/Qualifications**

1) Tertiary qualification in Information Technology or an equivalent combination of relevant experience and education/training.

2) Industry-based certification relevant to the Apple technical domain such as Jamf Pro certification.

**Knowledge and skills:**

1) Strong breadth of experience in a technology services group within a large complex organization and multi-sourced services environment.

2) Excellent interpersonal competencies in the areas of stakeholder management and influence, innovation and continuous improvement, communications, teamwork and business acumen.

3) Experience of working in cross functional teams, virtual teams, agile delivery environments and experience working as or with Technical Service Owners, Product Owners and Product Managers.

4) Experience and good working knowledge of documented service, support models, processes and systems.

5) Demonstrates clear thinking and attention to detail under pressure situations

6) Demonstrate the Business Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.

**The technical requirements for the role include:**

1) Experience in planning and developing enterprise mobility management solutions for Apple platforms to support end user devices in large and diverse organisations.

2) Experience with scripting languages such as AppleScript, Bash, Python and experience with Apple MDM tools such as Jamf Pro.

3) Development and implementation experience including version control, packaging, device enrolment and patch management.

4) Experience in root cause analysis for technical problem solving.
**Other job related information:**

This important technical role will require occasional out of ordinary hours of work and travel, local and interstate.