

POSITION DESCRIPTION

Infrastructure Services
University Services

Apple Platforms Analyst / Developer

POSITION NUMBER	0042751
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PCS 7 - \$85,189 - \$92,216 per annum
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (2 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , 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.
CONTACT FOR ENQUIRIES ONLY	Francesco Tedesco Tel +61 3 9035 5533 Email ftedesco@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

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, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

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 service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The position of Apple Platforms Analyst / Developer is responsible for the operational (day to day) activities of the Apple platforms within the Client Computing team. The role is responsible for ensuring delivery of high quality cost effective services to meet the needs of the University and its partners.

The incumbent will utilise the Apple technology platforms and tools to support Apple based Client Computing Services.

The role assists in the development, testing, release and support of the devices that are managed by the Client computing team and is expected to maintain and foster existing strong working relationships with other key stakeholders across Academic Divisions, other University Services groups and partners.

Reporting line: Client Computing Technical Lead Apple Platforms

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: Not Applicable

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Significant

Operational context:

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:

- Utilise the Apple support technologies and tools to support the Apple Client Computing Service
- Assist in the design, build, test and implement release of updates for devices under management.
- Adhere to the agreed service management framework to manage and support Client Computing devices.
- Adhere to the agreed Client Computing and Apple Platforms processes and policies to improve efficiency and end user experience.
- Contribute to effective knowledge management for Client Computing as part of the wider knowledge management system for Infrastructure Services. Includes overseeing the knowledge, training and documentation requirements of the Client Computing processes team and other process stakeholders.
- Assist in the maintenance and updates to the operational guides for Apple Platforms Client Computing Services.
- Maintain effective relationships with other Client Services teams, Infrastructure Services teams, University Services colleagues and representatives of client services groups across the University to build commitment to optimal client services practices and outcomes.
- Adhere to the delivery of services as defined within the Service Management framework and agreed service levels.
- Participate in cross-skill training of Support Centre team members to assist with work-load during peak periods or when staff are on leave.

Selection Criteria:**Education/Qualifications**

The appointee will have:

1. Undergraduate qualifications in a relevant discipline and or equivalent mix of education and relevant experience with Apple Technologies.
2. Demonstrated technical experience in managing and supporting Apple devices in a large organisation or education environment.

Knowledge and skills:

3. Experience in automation using scripting languages such as AppleScript, Bash or Python.
4. Experience and or knowledge of macOS software packaging, Boot Camp, JAMF Casper suit and MDM.
5. Familiarity of ITIL and or project management delivery practices and principles.
6. Demonstrated ability to meet deadlines, and manage multiple assignments and competing priorities effectively in line with agreed delivery timelines without compromising quality.
7. Demonstrated analytical and problem solving skills and ability to communicate effectively with clients.
8. Experience working in a multi-disciplinary collaborative team environment with a focus on listening to customers to find and deliver solutions that meet their needs.

Other job related information:

Occasional work out of ordinary hours as required.

Occasional travel to campuses away from the University Parkville campus.