

POSITION DESCRIPTION



THE UNIVERSITY OF
MELBOURNE

Business Services
Chief Operating Officer Portfolio

Engineer, Apple Endpoint Computing

POSITION NUMBER	0053569
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$106,432 - \$115,211 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 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

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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 eight 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
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

CHOOSE AN ITEM

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 function of Digital Workplace Services sits within the Client Services cluster of Business Services and has a clear work grouping orientation towards strategic growth and transformation.

The team is responsible for driving medium and long-term initiatives to expand technology capabilities that facilitate the best user experience for staff and students.

The team consists of 5 streams that each have a focus on service ownership and innovation driven by deep client engagement: Microsoft End User Computing, Citrix Computing, Apple/Linux Endpoints, Audio Visual Technologies, and Collaboration Applications.

The team is responsible for the leadership and performance of digital workplace services as an integrated suite designed to enhance the digital dexterity of the University's staff and students.

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:

Act as a Subject Matter Expert on the Apple Platform, providing expert analysis and hands on management of incidents, requests, problems, and projects. Provide expert technical knowledge of 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.

Ensure existing and new platforms and associated infrastructure are maintained, developed, and supported to facilitate delivery of quality outcomes in line with Business Unit objectives.

Support project, operational and service delivery teams by providing technical assistance with regards to the reliability, availability, scalability, and manageability of new and existing Apple End User Computing Platforms.

Provide training and coaching to Service Delivery Teams for optimised support and end user experience associated with Apple End User Computing platforms.

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:

- 1) Assist in supporting the delivery of the Apple platforms strategy, roadmap, and technical implementation activities to meet current and future needs of the University.
- 2) Assist in delivering continuous improvement activities to optimise services, practices, and processes associated with the Apple platform (efficiency, security, capacity, scalability, and availability) to achieve high levels of client satisfaction.
- 3) Provide mentoring/training to team members and technical guidance to customers and other areas of Business Services.
- 4) Contribute to the software/application deployment strategy for Apple devices across the university, and assist in maintaining the Jamf Pro software library, ensuring that applications are patched, updated, or removed as necessary.
- 5) Align with cybersecurity team to secure and harden managed Apple endpoints.
- 6) Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software issues on supported systems.
- 7) Escalate appropriate operational and project risks and issues with vendors, technical partners, and management.
- 8) Self-development of relevant job competencies and skills.
- 9) Knowledge currency across Apple and JAMF Pro product changes and developments.
- 10) 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 and/or demonstrated working knowledge relevant to Apple End User Computing technical domains.

Knowledge and skills:

- 1) Strong breadth of experience in a technology services group within a large complex organisation 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) Agile Mindset: Ability to prioritise and schedule workloads using agile frameworks.
- 7) Stakeholder Management: Highly developed communication, interpersonal, negotiation and influencing skills to achieve desired outcomes.
- 8) 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:

- 9) Experience in planning and developing enterprise mobility management solutions for Apple platforms to support end user devices in large and diverse organisations.
- 10) Experience with scripting languages such as AppleScript, Bash and/or Python.
- 11) Understanding of Apple's MDM protocol and Configuration Profile specifications.
- 12) Development and implementation experience including version control, packaging, device enrolment, patch management and configuration profiles.
- 13) Experience with application packaging and deployment for macOS, including the creation and distribution of PKG and DMG packages.
- 14) Experience in root cause analysis for technical problem solving.

Other job related information:

This role will require occasional out of ordinary hours of work and travel.